



Choosing a platform provider - Areas to consider	
Organisation	
Organisation Name:	
Website:	
Organisation LinkedIn:	
Key contact name:	
Key contact position:	
Length of time in business:	
Approximate number of association conferences supported annually:	
Legal, Insurance and Risk Management	
GDPR compliant check	
The Host & platform service provider both have their own insurance in respect of Professional Indemnity claims (Errors & Omissions) including breach of contract to at least a sum insured of £1m.	
Clear Platform and Host contract terms and conditions especially in respect to Platform and Internet failures, unavailability, negligence and your level of compensation.	
All tools / applications within the platform include on-going service management by the provider with technical assistance supplied before or during the transmission.	
Internet Service Provider's Service Level Agreement (SLA) with the PCO or the Host guarantees high % uptime and also a quick response time in the event of a service failure.	
The ability to conduct a business continuity assessment	
Detailed back-up and contingency plans if the primary internet connection or critical servers fail	
Disaster recovery plans to maintain the transmission if any vital locations are unavailable.	
Back-up power supply to all vital locations.	
Host, platform provider have back up equipment and systems and these are tested.	
Logistics Management	
Maximum number of registrations/viewers	
Registration via the platform or API compatibility	
Is there a cut-off point to upload data to the platform?	
Is there a delay in the API if you are using your own registration system?	
Build time	
Period of time live before the event	
Secure log-ins with verification so they cannot be shared	
Branding / customisable capabilities	
Technical support	
ABPCO – Proud to enable and promote excellence in association conferences and events	



24/7 or set times?	
Real-time support?	
Named liaison	
Ability to see who watched the content (live/on-demand) and for how long	
Editable text content throughout the event	
Sound and lighting checks	
Organisation of rehearsals	
Who manages the green-room	
Live and on-demand	
Ability for concurrent streaming/recording	
Number of concurrent/parallel sessions within the capacity of the platform	
Ability to combine pre-recorded and live on air	
A green room for communicating with speakers and moderators prior to live	
Sponsor access to satellite sessions for moderation purposes	
Length of time the on-demand access will be available post event	
How the platform can be utilised for hybrid events	
Exhibition capabilities	
Video	
Audio	
Link sharing	
Pdf downloads	
Book a meeting feature	
Networking opportunities	
Responsibility for uploading exhibitor graphics etc.	
Abstract posters	
Capabilities with audio	
Integrated search function for posters and sessions	
Responsibility for uploading	
Delegate functionality	
Ability for delegates to build and save their own personalised programme	
Content availability via pre-delegated profiles	
Q&A functionality	
Automatic populated certificate of attendance for delegates to download	
Integrated tracking for CMP points	
On-line conference bag with the ability for the organiser to pre-fill	
Individual session evaluations via an automated pop-up after the session	
Interactive abilities – for example voting	
Ability to interact with an 'app'	
Social and networking opportunities	
Language translation	