SUCCESS STORY

DEBARTOLO PERFORMING ARTS CENTER
UNIVERSITY OF NOTRE DAME

DEBARTOLO
PERFORMING ARTS CENTER

YEAR BUILT:
2004

COMPRISED OF:
5 performance venues including one of the few THX-certified cinematheques found on a university campus.

SOLUTION:
Accounts Receivable, Booking, Contract Administration, Event CRM, Event Management & Coordination, Event Registration & Housing, Executive Dashboard, General Accounting & Analysis, Personnel Management, Query & Reporting, Speaker & Abstract Management

SUPPORTING THE UNIVERSITY MISSION TO OFFER PERFORMING ARTS EXPERIENCES AND EDUCATION WITH EFFICIENT, ROBUST SOFTWARE

The University of Notre Dame's DeBartolo Performing Arts Center opened in 2004 to support the university's mission to provide performing and cinematic arts experiences that connect, stimulate and enrich the community. The center is used primarily to support the university's academic curriculum, enabling a dynamic arts education while delivering community programming as well.

Although the center has been using Ungerboeck for event programming and operations management since 2009, the memory of the disjointed system in prior use remains.

"When the center opened, the best tool available was Excel but there were inherent limitations that came with it," commented Tony Costantino, operations/IT program manager. "There were too many processes that introduced a huge risk of human error. We had a need for an all-encompassing system to hold not just the schedule, but all of the logistical information that comes with the events, and had the ability to tie it all together."

A UNIQUE BUSINESS MODEL: DEVOTION TO THE MISSION

The primary function of the DeBartolo Performing Arts Center's spaces is to support the academic mission. The five performance venues are utilized by "resident users:" the academic departments such as the Department of Music and the Department of Film, Television and Theatre. The center also sustains partnerships with non-profit community productions. Most notably, the center presents cinematic screenings and features the Presenting Series which showcases world-class performances for both students and community patrons throughout the year.

> "By adopting Ungerboeck, with just the click of a button, I can tell you how many days or hours we spent supporting a certain department or production."
>
> ~ Tony Constantino
> *Operations & IT Program Manager, Debartolo Performing Arts Center*

Much of the business that comes through the DeBartolo Performing Arts Center is affiliated with the university curriculum. This limits the need for an active sales staff but with a calendar that is routinely filled to capacity, the staff has plenty of other tasks to which they devote their time.

BEHIND-THE-CURTAIN: EXPERIENCE IMPROVEMENTS

The DeBartolo Performing Arts Center uses the Ungerboeck system to improve the lives of those working behind the scenes. "We continue to provide events with the same quality and experience that we did when we were working within spreadsheets. However,

the decreased amount of pain that the staff has to go through to make that a possibility is where the true difference lies," Costantino declared.

When the search for a scheduling system was initiated, the focus was to find a solution that could manage the events and their supporting spaces. Once implemented, the other features that Ungerboeck provides highlighted needs that the center had not yet recognized. "One major thing that Ungerboeck helped us to do that Excel couldn't was report on anything. We used to manually pull reports or create them based on anecdotal information. By adopting Ungerboeck, with just the click of a button, I can tell you how many days or hours we spent supporting a certain department or production," said Constantino. "Having hard, reliable data to make decisions with is something that we didn't have before that has been a tremendous feature. Our success is evaluated based on those academic missions that you're able to support and the numbers work to justify your existence."

BUILDING THE UNGERBOECK COMMUNITY

"Outside of the software itself, one of the best things that Ungerboeck has built over the past few years has been the support center," commented Costantino. "It's great to see the Ungerboeck community keying into it and taking advantage of what it has to offer. When I have a question, the support center is the first place I go. There are constantly new articles being added, and having all of that information in a self-service platform that is available at my fingertips to me anytime, day or night, has been great."

CONSTANT IMPROVEMENT AND EVOLUTION

The DeBartolo Performing Arts Center is constantly changing and making improvements to how the software is used. Again, the unique objective of the venue is to provide space for the arts and to better manage those events behind the scenes rather than simply trying to increase utilization. Costantino has made it his personal objective to streamline and improve the configurations the center has within Ungerboeck in the upcoming year. "In recent times, we've learned so much more about Ungerboeck and I think we can make better decisions. There is a lot of potential with Ungerboeck that we haven't tapped yet," said Costantino.

With each new version of the software, Costantino recognizes the continual efforts that Ungerboeck makes to improve the experience for its users. "We're always looking forward to the new releases that Ungerboeck puts out because anything that can make our lives easier over here is great. There are never enough hours in the day."