Ovation
Global DMC

Capabilities Presentation



Ovation Global DMC

Making it Happen

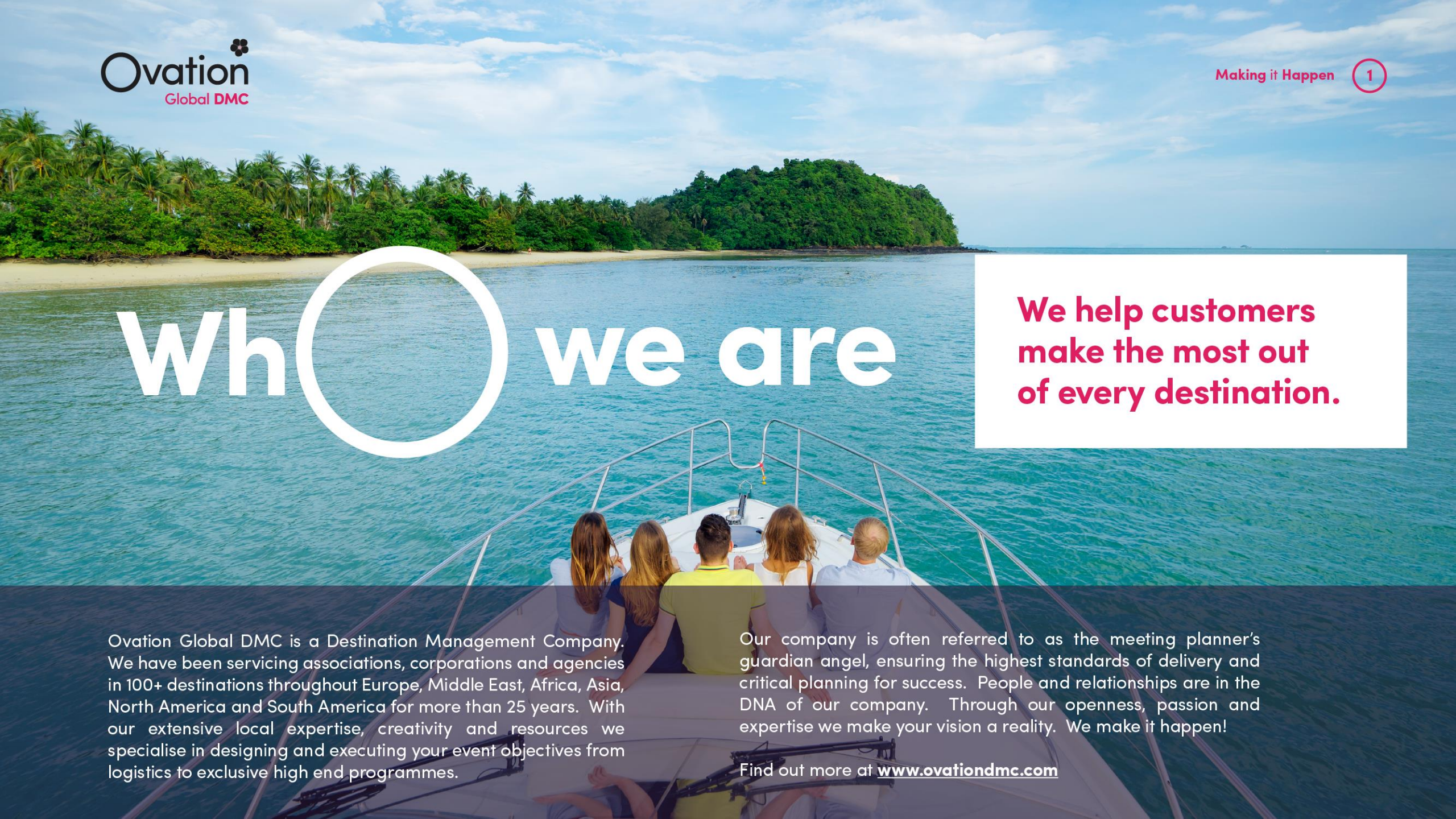
Capabilities Presentation

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Who we are

We help customers make the most out of every destination.



Ovation Global DMC is a Destination Management Company. We have been servicing associations, corporations and agencies in 100+ destinations throughout Europe, Middle East, Africa, Asia, North America and South America for more than 25 years. With our extensive local expertise, creativity and resources we specialise in designing and executing your event objectives from logistics to exclusive high end programmes.

Our company is often referred to as the meeting planner's guardian angel, ensuring the highest standards of delivery and critical planning for success. People and relationships are in the DNA of our company. Through our openness, passion and expertise we make your vision a reality. We make it happen!

Find out more at **www.ovationdmc.com**

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Making it Happen

Our Global Reach

Working with you in over 100 destinations worldwide

Africa & Middle East

Arabia, Egypt, Israel, Jordan, Mauritius, Morocco, Namibia, Oman, Rwanda, South Africa

The Americas

Argentina, Aruba & Curaçao, Brazil, Canada, Colombia, Costa Rica, Dominican Republic, Ecuador, Jamaica, Mexico, Panama, Peru, St. Lucia, United States

Asia Pacific

Armenia, Australia, Azerbaijan, Bhutan, Cambodia, China, Hong Kong, Indonesia, Kazakhstan, Korea, Laos, Macau, Myanmar, Nepal, New Zealand, Philippines, Singapore, Sri Lanka, Taiwan, Thailand, Tibet, Vietnam

Europe

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Georgia, Germany, Greece, Holland, Hungary, Iceland, Ireland, Italy, Lithuania, Malta, Monaco, Montenegro, Norway, Poland, Portugal, Romania, Russia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom

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What we do

Our size and global footprint give us a real advantage when it comes to negotiating the best deals for you. We have local experts across the world, and they are dedicated to helping you achieve tangible business benefits for your meetings, incentives, events and congresses.

Making it Happen

We serve
Agencies Associations Corporations



Destination Consultancy Local Knowledge

- Destination feasibility
- Destination selection
- Matching destination to event objectives
- Venue search including accommodation
- Speaker selection



Event Design Creativity

- Incentive programmes
- Evening theming
- Decoration
- Production



Event Planning Logistics

- Accommodation
- Meeting and Conferences
- Transportation
- Evening functions
- Social activities
- Hospitality staff
- AV and Entertainment
- Corporate gifts
- Budget management/control

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Our Leadership Team

Meet our global team experts



Cathie Cusin
Head of DMC Services



Karine Buggy
Director of Global Operations



Rutger Hoorn
Director of Global Sales



Germán Inostroza
Director of Global Marketing



Renato Grieco
Director of Business Support



Hugo Slimbrouck
Director of Strategic Partnerships

Training and industry engagement

Our on-going training and industry engagement guarantees a cutting edge service and seamless delivery

- **11,036** hours of learning and development received
- **679** learning hours delivered in over 151 different topics
- **97** training days delivered (both face-to-face and on-line workshop)
- **220** talents attended MCI Institute's Academies held in Europe, Latin America and Asia
- **37** talents gained the Certified Association Executive (CAE), Certified Meetings Manager (CMM), Certified Meetings Professional (CMP) or Destination Management Certified Professional (DMCP) designation
- **37** managers participated in the flagship Online Management Development Program by Harvard

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Membership and Affiliations

site Society for Incentive Travel Excellence

ADMEI ASSOCIATION OF DESTINATION MANAGEMENT EXECUTIVES INTERNATIONAL

FICP FINANCIAL & INSURANCE CONFERENCE PLANNERS

IAPCO International Association of Professional Congress Organisers MEETING QUALITY

MPI MEETING PROFESSIONALS INTERNATIONAL

ICCA

AMA AMERICAN MARKETING ASSOCIATION

Our people are members and leaders of the most prestigious industry organisations

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Client TestimOnials

You and your team have done a remarkable job in supporting me with last week's event in Beijing. I was particularly impressed with your sheer dedication and can-do attitude!
Your strong abilities to multi-task and follow through on details are highly commendable traits, which more often than not are found lacking in agency personnel that I've encountered in the past.

Automotive client, OVATION CHINA

We manage many congresses and meetings around the globe, and the level of service provided by your staff was exceptional. The attention to detail, high degree of professionalism
and terrific client service skills made the on-site logistics a great experience. On behalf of the entire delegation, thank you!

Healthcare client, OVATION SWITZERLAND

Last week was one of the best weeks of my life, thanks to you and Ovation for making it so fantastic. As we have expressed several times, you and your colleagues are among the most efficient, organized, warm and hospitable people we have worked with. I wish you lived in New York City so we could work with you on a regular basis! As you have heard, many of the delegates expressed to us that this was the best conference they have ever attended. This is
a real compliment coming from them, as they travel around the world on a regular basis to attend likeminded meetings.
Thank you for facilitating this perfection!

Association client, OVATION IRELAND

Berlin is firmly fixed on my list of places to visit personally and professionally. I will now ensure that all of my clients know about my "secret city" for weekend incentives! You maintained extremely high standards of organisation throughout the trip and were always in the background providing assistance to me when required. Ovation is a truly professional company and I look forward to working with you in Berlin and the rest of Germany in the future.

Agency client, OVATION GERMANY