**CASE STUDY**

**CipherLab RS31 Expedited Entrance Process at a Music Event**

One of the world's leading music festivals for electronic sub-genres in Northwestern Europe attracted over 9,000 professional delegates from over 90 countries in 2018. The attendees were mostly working in the field of electronic music, such as producers, musicians, VJs, visual artists, and various tech start-up companies. The music event attracted 400,000 visitors from all over the world.



As a popular and attractive event and with a massive amount of visitors, it's imperative to be able to quickly and uniformly allow people to enter the big stadiums and clubs before each performance. The event workers used to use Windows mobile devices to scan physical tickets and mobile etickets in order to help streamline visitor access. However, after considering the quality of customer experience, the fact that the Windows Embedded Handheld OS will soon reach its end of life, and having the desire for an advanced and efficient processing mobile device, the IT manager of the event started to search for a suitable solution to ensure that quick and easy mobile scanning would be available at every gate.

The system integrator of this event recommended the CipherLab RS31, a compact mobile computer that can read 1D and 2D barcodes. It has a 4.7 inch touch display and supports the Android operating system. Weighing 260 grams, it is easy for workers to carry around between the big stadiums and other smaller venues. Featuring reliable WiFi and 4G/LTE connections and using the system integrator applications, the RS31 can quickly scan any tickets and transmit participant and visitor data to the backend system in real time. The ergonomic pistol grip of the RS31 also made it easy for fast and accurate barcode scanning and data collection. The RS31 is sealed with P67 ratings and can withstand 1.2 m drops to concrete floors making it robust enough to withstand most accidental drops. Additionally, with CipherLab's software support of the Wireless Mobile Deployment System (WMDS), it is effortless to configure and deploy multiple RS31s simultaneously.

By deploying the CipherLab RS31, the workers were deeply satisfied with the RS31 and reported that it helped immensely to streamline the entrance process and made the experience much quicker and easier for visitors around the festival stadiums and other smaller venues.