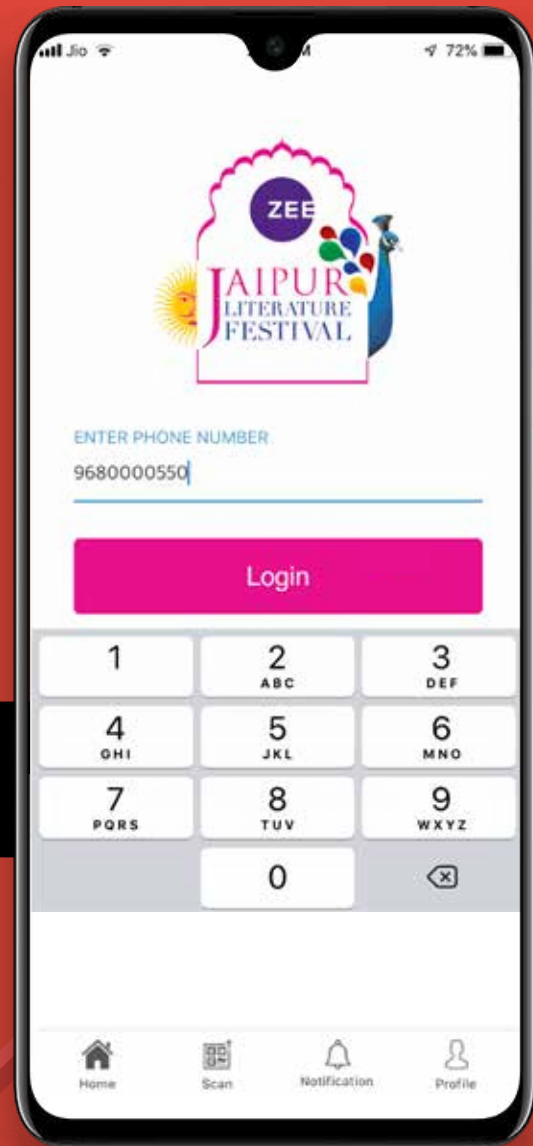# HOW AUTOMATION ELIMINATED 2-MONTHS WORTH OF WORK

JAIPUR LITERATURE FESTIVAL 2019

Bringing in 150+ literary sessions by the greatest of authors in 5 crucial days of January, the 11th Jaipur Literature Festival was all pumped up to start with their incredible lineup. Only hiccup - the tedious workload of managing invitations, RSVP & volunteers???

Sanjoy Roy, of Teamwork Arts, one of the organisers of the literary festival recognised the JLF's three critical problem statements - mammoth of manual labour, no coordination between the volunteers, and management of excel sheets or paperwork. For years these three have been pestering the event's global success. It was high time to resolve these complexities to run the large schedule of activities across this multi-day event seamlessly.

Every organiser acknowledged the need of the hour and approached Webcontxt's tech team to come up with a solution that would eliminate the long-over-seen problem once-and-for-all.

Counter striking the paperwork

Pushpak Kacholia, along with his brilliant team, came up with an ingenious idea that would centralise the solution to the above-stated three problems. He and his team developed a simple app to automate the JLF 2019.

JLFONE From top personnel to volunteers, this one app gave all the ultimate power to cut down the hassle of months, days and hours to just a few minutes.

Scene-wise, this is how this app helped them -
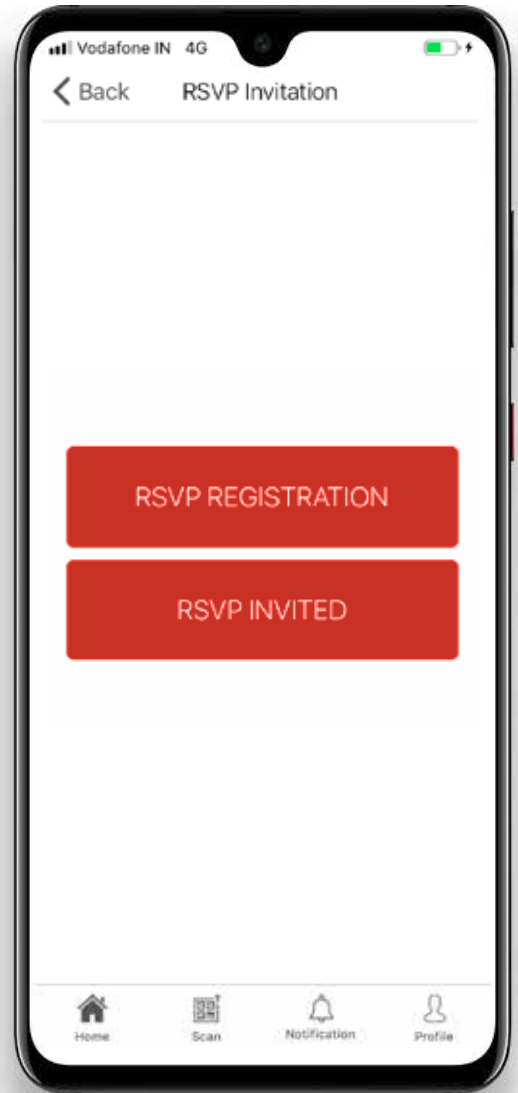
Guests/Delegates Invitation:

Before 2019, the guests used to get individual emails asking for their details. At the backend, volunteers had to strenuously find the emails and painfully feed individual data to an excel sheet to create a database. Human error was a common occurrence then resulting in duplicate emails, loss of precious database/email, badges carrying the wrong data and never reaching their designated invitees.

However, the JLFONE app provided all with a simple push notification to send a set email to multiple guests containing a standardised form asking for their details like name, age, email, phone number, and the number of people they are going to bring along. After filling and submitting all these details, the guests received a unique code enabling them to collect their batch at the venue pretty easily and enjoying the festival. As expected, it also solved the problem of group invites and created a central repository system

RSVP Invites

The same app working on the same principle eliminated the use of postal service, printouts, & even emailing RSVPs to individual email ids saving two months of precious time. The only difference being, the RSVP link, in the mail, redirected the guests to a site with a 5-minute response system needing the guests to 'accept' or 'decline' the invite immediately.

This helped the backend team to have a centralised repository of data about the attendees on their tab. On reaching the venue, the attendees just had to state their name and they could enter. In case, they brought a +1, instant entry on tab facilitated their convenience. No paperwork needed!

Volunteer Management

JLFONE enabled all the Team Leaders (TL) and volunteers to stay connected with each other with a single login via phone number and OTP, solving the problems of attendance, communication and task allotment.

All this was happening on an offline mode, with segregated rights to information, and utmost simplicity

Thus arrived the age of automation at Jaipur Literature Festival.