01.
Our Network

fxp

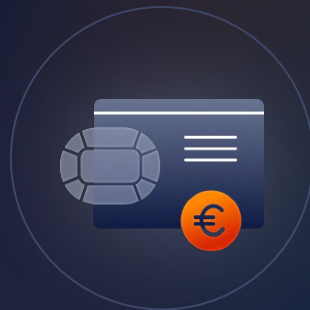## › Our network

2008 — Creation of **dtc**

2017 — Creation of **extent**

2021 — **Creation of fanxp**

2021 — Acquisition of **NQE,** which becomes **nextxp**

2023 — Acquisition of **bfan**

2024 — Creation of **ibxp**

In order to respond precisely to each customer's unique challenges, Fan XP offers a library of complementary and independent solutions, allowing them to choose the products best suited to their digital mapping from a wide range of expertise.

bfan
Mobile application solutions

extent
Payment solutions

nextxp
E-commerce solutions

fanxp

ibxp
Ticketing insurance

dtc
Ticketing software

fxp

› Our mission

Revenues

Average price improvement
Fill rate
Conversion rate
Dynamic pricing
Second market increment
Financial flow control

Data

Customer database
Form
Qualification
SSO

Experience

UX
Impression rate
Bounce rate
Dedicated application

fxp

› Our commitments

Delivering excellence through client-focused innovation, premium solutions, and an unwavering commitment to satisfaction.

CSM

Client satisfaction is our top priority. We prefer not sign a client if we are not sure to deliver expected services. From top management to dedicated CSM teams, all FXP employees are involved in CSM.

Premium

Thanks to our prestigious historical clients, we have always based our functionals and technical choices for demanding requests.

Innovation

A strong part of our annual revenues is dedicated to innovation. Our strategy is based on a long term vision aligned with the development of new services.

fxp

› **Key figures** 2023

16M
tickets managed per year

€ 650M
revenue managed per year

65K
tickets sold/hour

8,5M qualified fans
in our customers
databases

+70 customers

0 lost last
10 years

1600
help requests handled

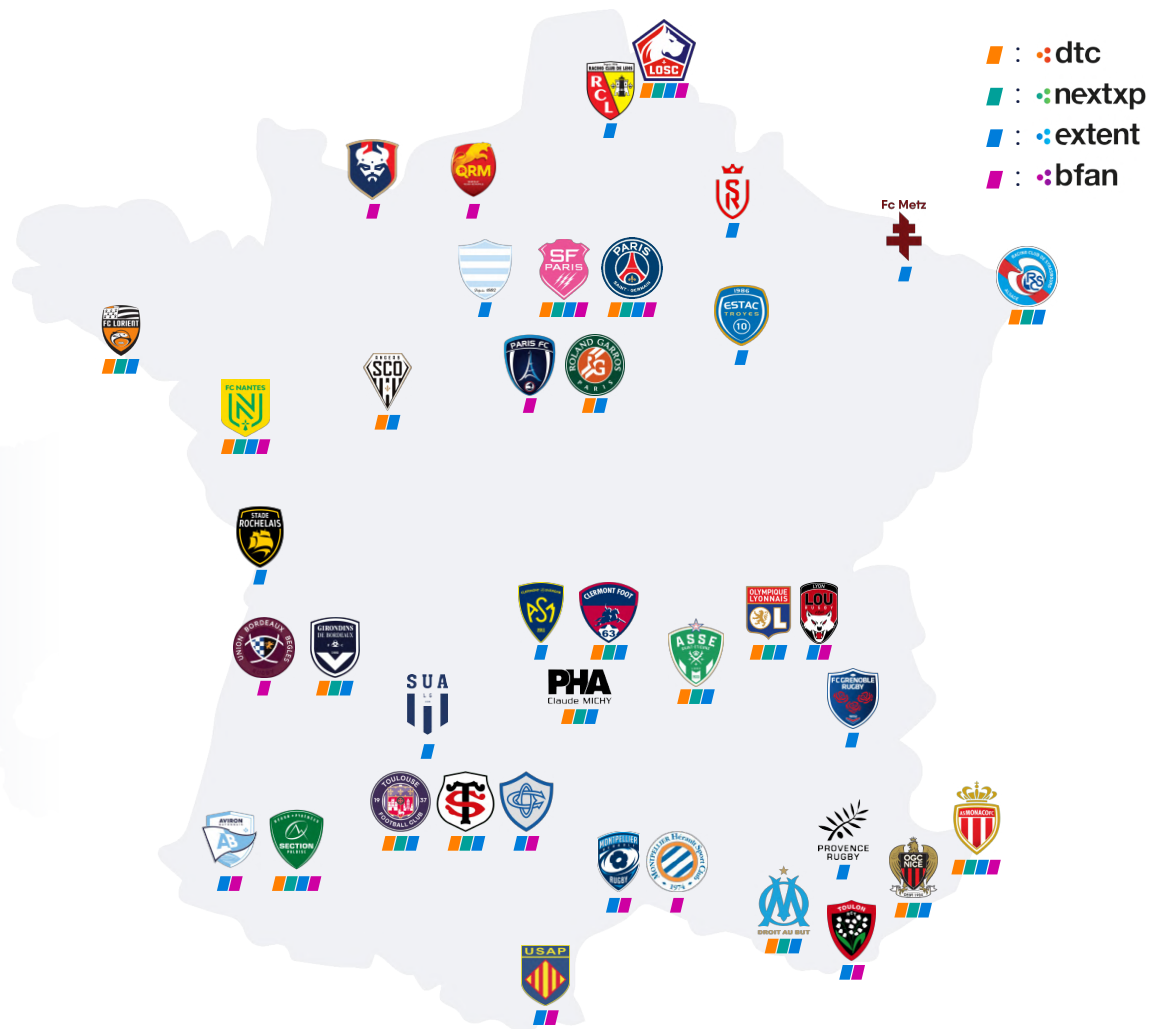**1** cyber attack

fxp

› Our localisation

In France

Our esteemed customers
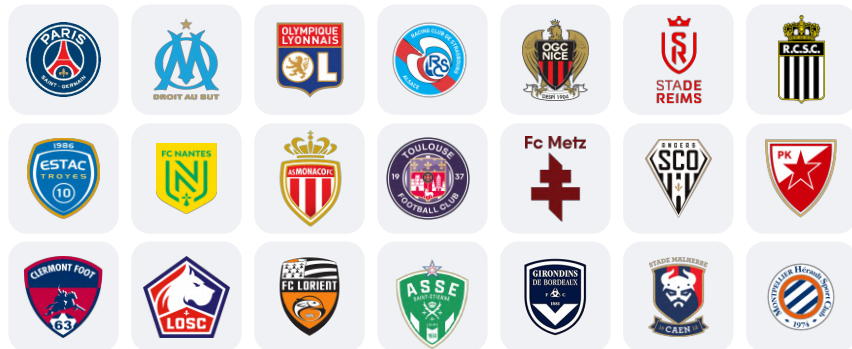in the elite sports clubs :
League 1, League 2, Top 14, Roland Garros

In Europe

• Switzerland
• Italy
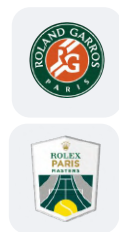• Germany
• Belgium

In the world

■ : •:dtc
■ : •:nextxp
■ : •:extent
■ : •:bfan

› Our customers

Football

Rugby

Tennis

Motor Sports

Institutions

Culture

› Integrations

DATA

salesforce	HubSpot	Dynamics 365	reachfive	KEYCLOAK	Microsoft Entra ID
Akamai	mailjet	Brevo	Adobe Campaign	salesforce marketing cloud	DELIGHT
EAZIEER	arenametrix	Splio	Sports Alliance	CRITEO	DIDOMI
Cookiebot by Usercentrics	axeptio	wiremind	Power BI	tableau	STATS PERFORM
opta	SWISS ICE HOCKEY	CHAMPIONS HOCKEY LEAGUE	LNB	COUPE SUISSE	VOLLEYBALL BUNDESLIGA
iDalgo	freshdesk	rogervoice	SMART TRIBUNE		

Ticketing

ticketmaster	Ticketchainer	SECUTIX	viagogo
weezevent	See TICKETS	E.A.S	TICK & LIVE
billetweb	wetix		

Retail / FnB

fastmag BOUTIQUE	shopify	digifood.

› Integrations

Payment

adyen | Payline Conçu pour vendre | Pay
commoncents | WORLDLINE

Accounting

sage | cegid | sellsy
workday. | SAP | Divalto

Infrastructure

aws | Azure | dynatrace
CLOUDFLARE | EQUINIX | Queue•it

Social

Facebook | Instagram | X
YouTube | DAILYMOTION

Protocol

Evenizer | EVENIUM | Google Cloud
dqe

Access Control

SKIDATA | orange

Editorial

VOGO | Azzuu. | content stadium

Printing Cards

PARAGON | GS tag | France Cartes

3D Plan

pacifa 3D | 3D DIGITAL VENUE

fxp

02.
Our expertises

fxp

› Business ecosystem

Fan

dtc · nextxp · extent · bfan · ibxp

SSO

Club

Ticketing sales front office

B2B Portal

3D modeling

Mobile application

Online store

Distribution networks

ERP

PSP

Cash control

Ticketing Sales Back Office

Customer database

CRM

Business development

Front Office cancellation insurance

Accounting software

Access control

BI

fxp

› Ticketing software

Build for

Expertise in the field of 'seated' ticketing issues, reserved for arenas.

Open and flexible technical architecture, able to adapt to clients' specific needs.

A human-sized structure capable of strong engagement with clients during all project phases and operation.

Main features

- Back office
- Second market
- Access control
- CRM
- Pass wallet
- BI / Decision support
- API / Webservices
- API / Monitoring

:dtc
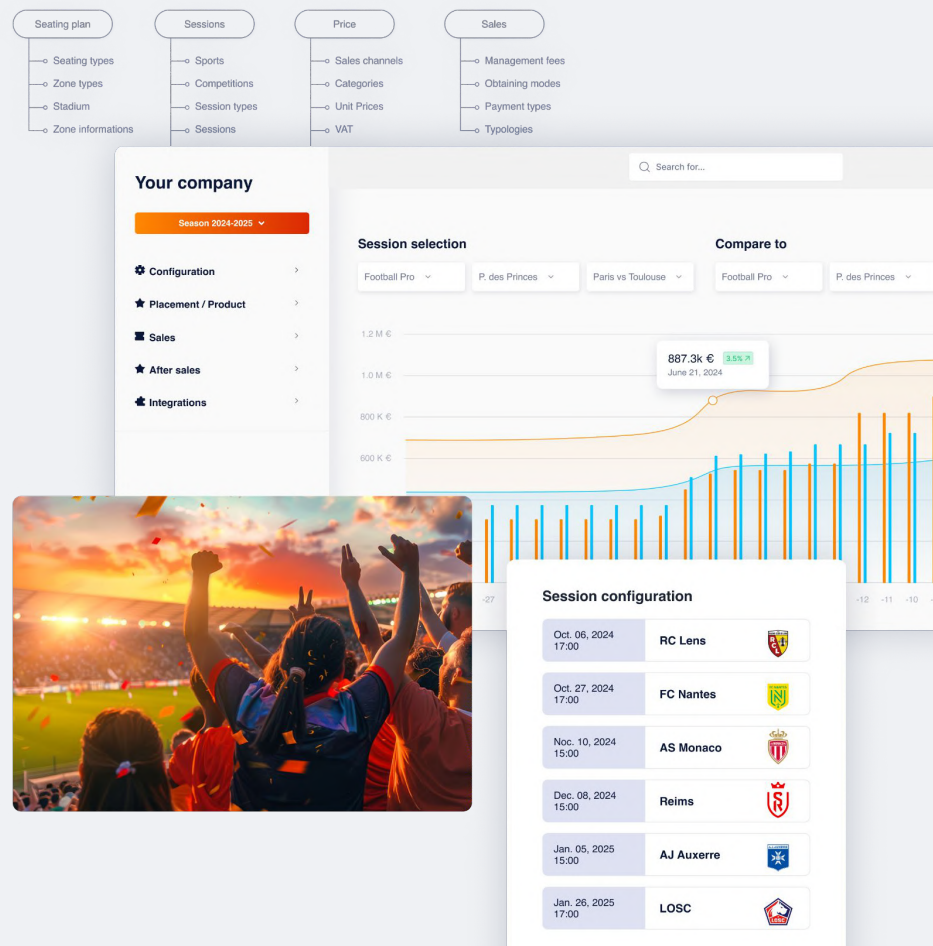
› Web Front-Ends

Build for

Benefit from a unique ticketing data repository.

Display in real-time and without latency the availability of each seat for any event.

Have a time-limited shopping cart and create each order in real-time.

Benefit from all post-purchase functionalities.

Main features

- Front office EMS
- SSO connection
- Events
- Performance analysis
- Consent management
- SEO
- Ticket management
- Offers dedicated to VIP customers
- Account management
- 3D modelling

nextxp
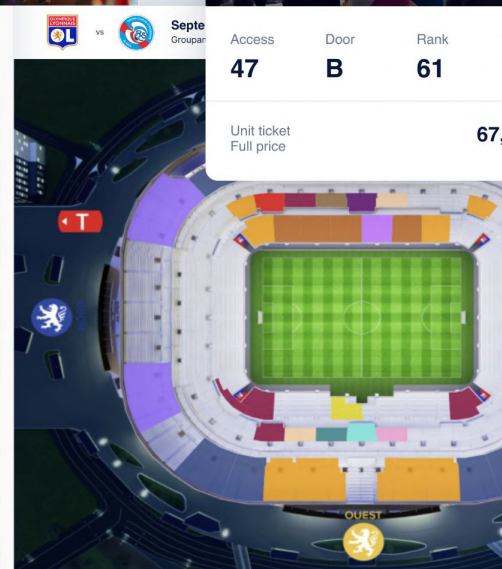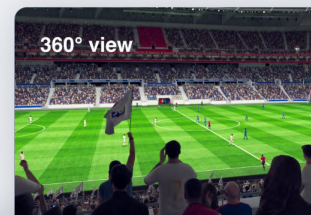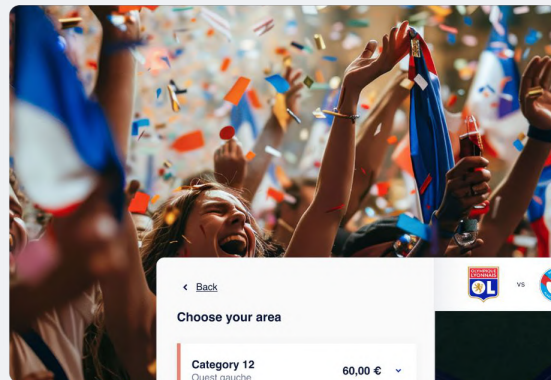
› Mobile Front-Ends

Build for

Mobile application dedicated to sports fans.

Integrated ticketing with purchase management and post-purchase functionalities.

Real-time interaction with live events and statistics.

Intuitive, personalized interface for smooth navigation adapted to each user's preferences.

Main features

- Branding
- Championships / Teams / Match Schedule / Events
- Exclusive photos and videos
- News /Social network integration
- Ticketing / Merchandising / Bar services
- Polls / Quizzes / Match & player ratings / Forecasts
- Loyalty Reward / Like / Fan ranking
- SSO / Fan data / Notifications/Private messages
- Sponsor activation / Advertising / Innovative branding
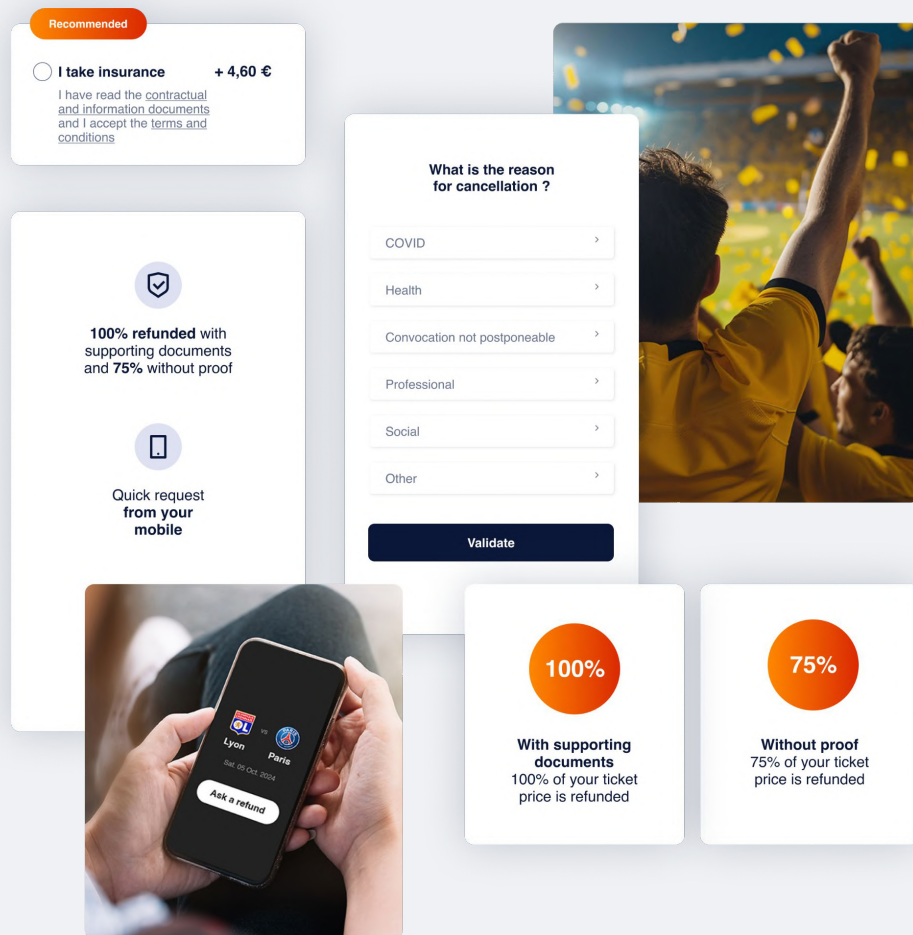- Ticket management
- Business Club

.bfan
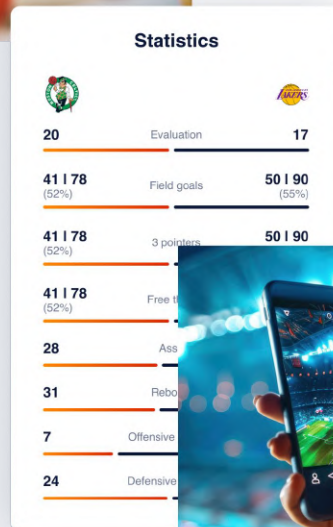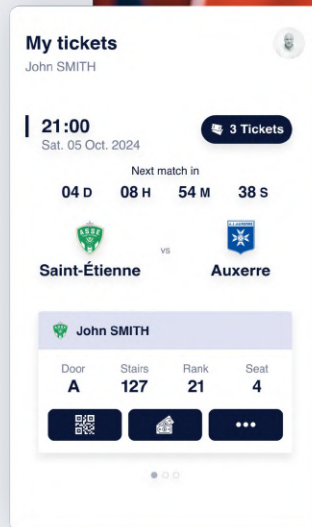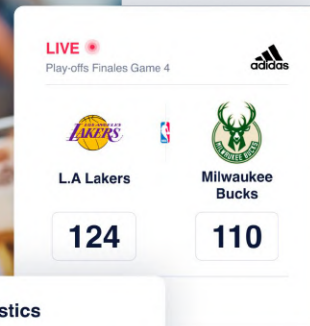
› Ticketing Insurance

Build for

Integrate cancellation insurance to secure purchases and increase fan engagement and club revenues.

Main features

- Back & Front Ticketing integration of the insurance solution
- API insurance contract management
- Automatic emailing of the insurance policy
- Dedicated website for claims
- API management of claims and immediate resale of ticket
- Collection of insurance contributions by the Club at the same time as the ticket purchase
- Ticket reimbursed by the insurance company by bank transfer

ibxp

› Payment suite

## Build for

C-Pay : Credit card

D-Pay : Dematerialization Direct Debit

E-Pay : Examine and Export. Cash control & Accounting connector

F-Pay : Financial Management System

Main features

- E-commerce / Web payment
- Secure distance selling payment / Link payment
- Rental of fixed and mobile payment terminals
- Consultation portal for all bankcard flows
- Integration into the Ticketing Back Office
- Entries for receipts and cash flow
- Multi-provider management
- Redistribution of funds
- Automated Dispatching
- Multi-Channel Processing
- Inter-account transfers

··· extent
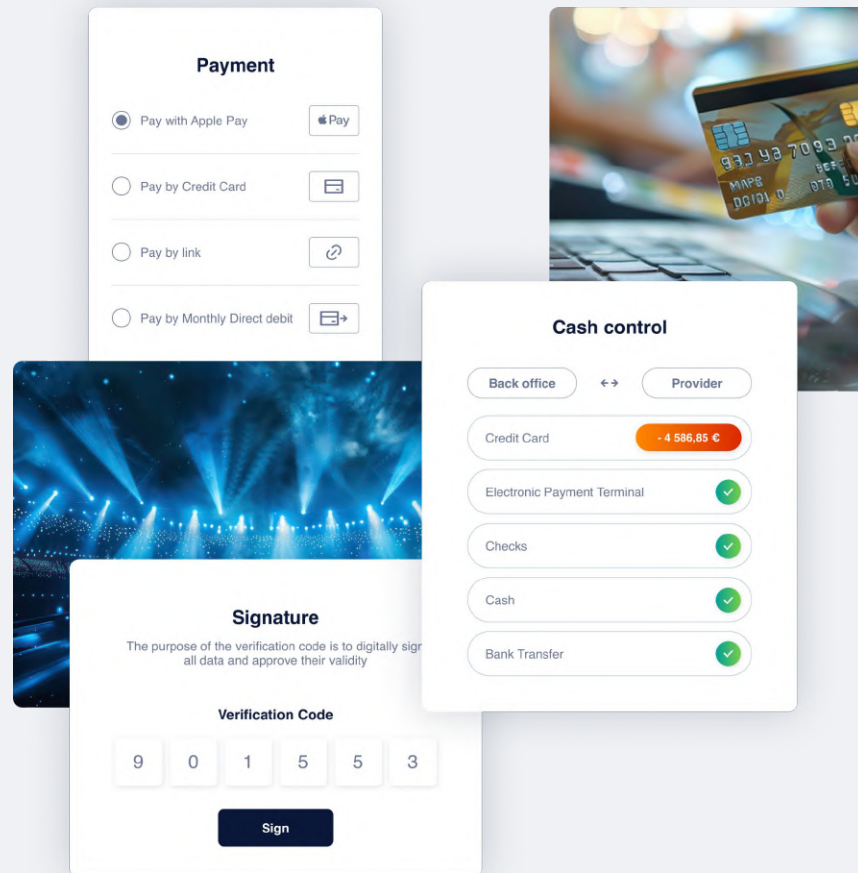
03.
Our achievements

fxp

Privileged partners **for over 10 years**, we are proud to support the leading European club in ticketing.

Innovations done

· Dematerialization of SEPA Contracts / Online regularization
· Indirect sales (Security Process - Mobility/ PRM-PWD)
· Automatic customer segmentation based on offer
· Secondary market management
· Membership cards management
· "Mon Abonné" native app
· BI reportings for revenue management optimization
· Dematerialization of season tickets cards
· Non-Seated sales
· Dedicated B2B Frontend
· Custom UX
· Engaged wish list (Overbooking)
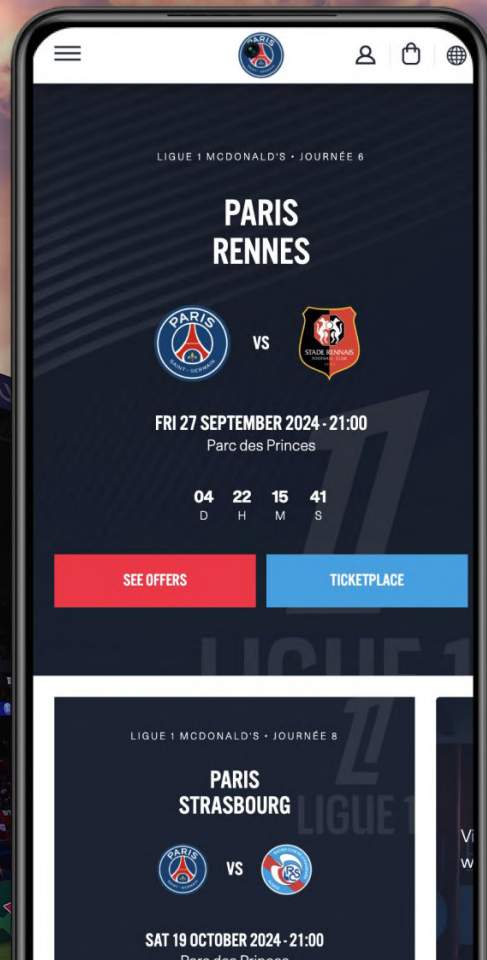· Stadium Tour offers management

Provider since

2013

Solutions

dtc

nextxp

extent

bfan

Innovations done

- Custom UX
- Multi-sport management
- Visitor management
- Resale segmentation to a list of authorised populations
- Ticketing credit use
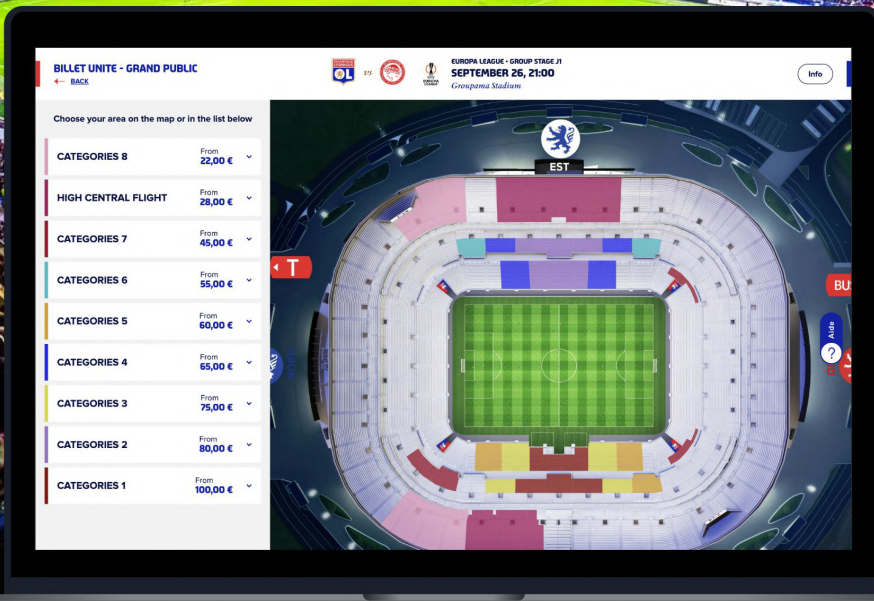- BI - Decision support

Provider since

2014

Solutions

dtc nextxp extent

Innovations done

· First sporting event with 100% dematerialised tickets
· 100% nominative ticketing to counter the black market
· Evening resale from tickets scanned on exit
· 2nd market integrated into the primary market tunnel
· Dematerialisation of Prize Money and entry-form

Provider since

2021

Solutions

dtc   extent

Innovations done

· First sporting event with 100% dematerialised tickets
· 100% nominative ticketing to counter the black market
· Evening resale from tickets scanned on exit
· 2nd market integrated into the primary market tunnel
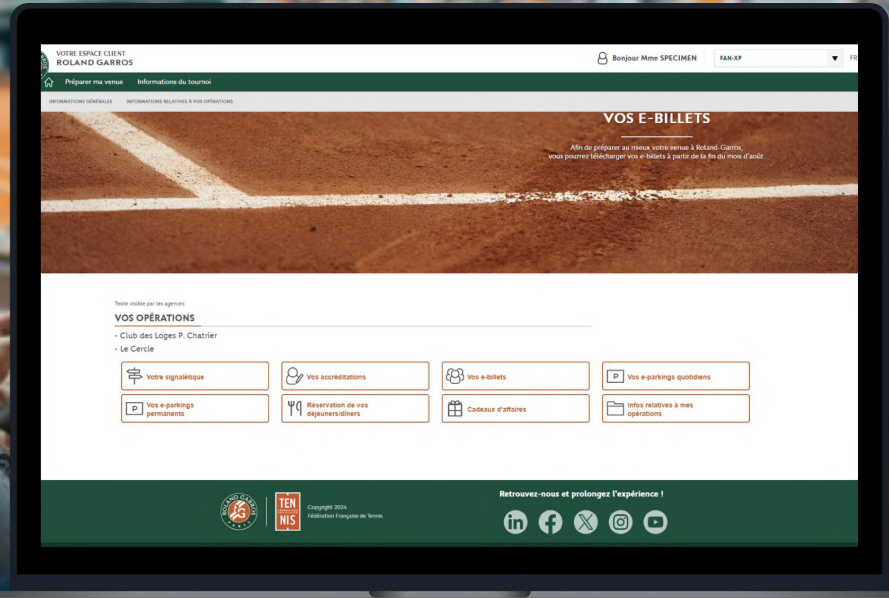· Dematerialisation of Prize Money and entry-form

Provider since
2021

Solutions
dtc   extent

Innovations done

· M-ticket upload to bfan application
· Fan XP solutions integrated with Reach 5 SSO
· Innovative offers (Golden Ticket / 360 Experience)
· Fan content according to fan profile

Provider since

2018

Solutions

dtc

nextxp

extent

bfan

Innovations done

- Full corporate website
- Set up a personalised queue for high-volume sales
- Designed "mobile first" for a rich mobile experience
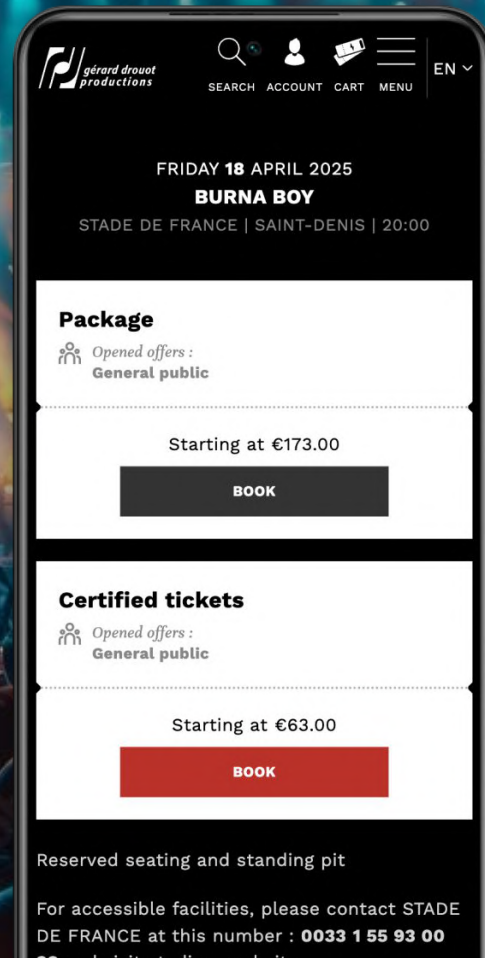- Deployed an SSO to centralise customer login and link up with CRM

Provider since

2019

Solutions

nextxp

extent

Thank you

Contact us