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John Lyman Center Finds Valued Partnership with **accesso**

John Lyman Center for the Performing Arts is a multi-use performing arts facility that consists of two performing spaces and a lobby art gallery. It is also home to Southern Connecticut State University's Department of Theatre with its costume and scenery shops. Discover how Lyman Center and **accesso** have created a successful partnership together, driving excellent results.

Learn more about the Lyman Center and **accesso** success story or take a look at our other case studies on our [website](#).

THE CHALLENGE

John Lyman Center has many functions and serves the university community as a fine arts performance and education facility. At Lyman Center, you'll find cultural events of all types including music, dance and drama. In addition to performances, the Center hosts lectures, academic celebrations and classes.

To manage its ticket sales, Lyman Center previously relied on a hosted solution, but it lacked some features such as the ability to set up its own merchant account. Since funds from transactions were held in a third-party account, the Center had a lag in receiving payment for performances. For this and other reasons, Lyman Center needed to put a new solution in place, but Director Larry Tomascak quickly discovered that not all ticketing solutions and the companies behind them are created equal.

"A lot of ticketing vendors will tell you that they can do it – when asking about a particular feature," he says, "But when it comes down to it, they can't really do what you were asking, or they do it in some fashion that doesn't work for the way you need to run your business."



"I've felt like I was in a partnership with Accesso from the minute I started talking with them. Customer service is consistently a part of their culture. It's impressive to see it firsthand. They're here for you, particularly when you're getting up to speed. That's one of the biggest things that sets them apart."

- Larry Tomascak, Director, John Lyman Center for the Performing Arts

IMPLEMENTATION GOALS



Efficient balancing & settling of accounts



Secure storage of all data backups



Safe environment for training staff

THE SOLUTION

After a comprehensive review process, the Lyman Center chose the **accesso** box office ticketing solution for its rich feature set, customer service and attention to detail. “I knew that Accesso was really there to help me get things set up and keep them running smoothly,” said Tomascak, “They were always just a phone call away and they don’t charge me for every little thing, which means a lot to me.”

One of Tomascak’s favorite features within our **accesso** box office ticketing solution is the development site, which allows him to train staff on the system and perform upgrades and improvements to the website in a private, secure manner before going live. The solution’s dynamic pricing also gives the Center the ability to quickly re-price sections, rows or seats - even if tickets are already on sale.

Since implementing the **accesso** box office ticketing solution, Tomascak couldn’t be more pleased. Balancing and settling accounts is no longer an issue, and the transition was pleasantly simple. “The solution has never gone down,” he said, “and I love that all of our data is backed up and stored with the highest level of security.”

Venues around the world struggle to keep up with evolving technology and growing guest expectations. At **accesso**, we provide solutions that empower our clients to create connected guest experiences to drive their businesses forward.