



CORPORATE FACT SHEET

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accesso Technology Group plc (AIM: ACSO)

For nearly 25 years, **accesso** has served as the premier technology solutions provider for leisure, entertainment and cultural attractions worldwide, including theme parks, water parks, museums and cultural attractions, ski and snow parks, live performance venues and more. Currently serving over 1,200 venues in 34 countries around the globe, the company's patented and award-winning technology solutions help drive increased revenue for attraction operators while improving the guest experience.

accesso prides itself on the development of award-winning, cutting-edge solutions, and in adapting its proprietary technologies to meet evolving needs of the markets it serves. In 2024, we are continuing to build on several key moves from 2023 that expanded our geographic footprint, broadened growth opportunities and increased efficiency while bringing strategic value to the long-term product roadmap.

- With the recent acquisition of VGS, **accesso** continues to celebrate the addition of the **accesso HorizonSM** Ticketing & Visitor Management system. **accesso Horizon** empowers venue operators to manage all benefits, services, and entitlements available to guests within a single portfolio. The acquisition has already resulted the significant Middle East win with Saudi Entertainment Ventures (SEVEN).
- Paradocs Mountain Software and the mountain management solution MtnOS, joined **accesso's** existing ski product portfolio as **accesso ParadoxSM**. 10 new resorts will be running the solution for the 2023/24 season.
- The launch of **accesso FreedomSM** represents the newest addition to **accesso's** technology offerings. **accesso Freedom** is a scalable, modular, and cloud-native retail and restaurant unified commerce solution that supports seamless guest experiences and streamlined operations.
- Additionally, **accesso** has had continued customer base growth with a total of 28 new venues signed last year.

TECHNOLOGY SOLUTIONS

VIRTUAL QUEUING

accesso LoQueue® Virtual Queuing

Since 2001, **accesso's** patented **accesso LoQueue** solution has helped millions of guests to queue less, ride more and enjoy a better experience. Using multiple technology platforms for all kinds of attractions, **accesso LoQueue** solutions create additional revenue for parks and improve their guests' experiences by allowing guests to wait less and enjoy more.

Qview Intelligent Line Management

Accurate wait times are paramount when implementing queue management systems, but assigning team members to manually count guests in lines isn't an optimal use of their time. With Qview, venues can utilize machine learning to generate automated calculations of current wait times and throughputs. The system provides a highly accurate, low maintenance and cost-effective solution for generating real time queue data.

TICKETING

accesso Passport® Ticketing Suite

The award-winning **accesso Passport** eCommerce ticketing solution delivers a mobile-centric shopping experience with up-sell and cross-sell opportunities embedded across the purchasing journey, enabling operators to strategically drive incremental revenue while enriching the guest experience. The mobile-first solution processes nearly 100 million tickets and reservations annually, bolstering its reputation as the best-in-class eCommerce solution within the leisure and entertainment industry. The solution has expanded functionality for payments, new dynamic pricing capabilities and an upgraded eCommerce user interface.

accesso SiriuswareSM Point-of-Sale Ticketing

The **accesso Siriusware** point-of-sale ticketing solution offers software modules for ticketing, membership, retail, food/beverage transactions, rentals, credit card processing and many other functions into a single system, eliminating the need for separate systems and databases.

accesso ShoWareSM Live Event Ticketing

The **accesso ShoWare** live event ticketing suite offers customizable, cloud-based Software-as-a-Service (SaaS) ticketing solutions that offer attraction and venue operators flexibility and control over their ticket sales experience. With a full range of integrated, real-time ticketing options including onsite, online, mobile, social, kiosk and call center, the **accesso ShoWare** solution enables operators of all sizes to streamline the ticketing process while maximizing revenue.

accesso HorizonSM Ticketing and Visitor Management

With the **accesso Horizon** ticketing and visitor management solution, the possibilities become endless. Designed with the guest experience as its North Star, **accesso Horizon** empowers venues to manage in real-time all the services, benefits and entitlements guests can enjoy a seamless, consistent experience. With an expansive feature set, globalized functionality and robust scaling capabilities, Horizon empowers venue operators to manage all benefits, services, and entitlements available to guests with one unified platform. The solution offers customers an open API to enable direct integration with other systems. Plus, the solution provides seamless linguistic support for venues across the globe with fully flexible, multi-lingual user interface support.

accesso Paradox Snowsports Ticketing Solution

accesso Paradox is an all-in-one solution specifically designed by ski people for ski resorts. With its innovative and open technology, the solution facilitates and unifies the management of ski resort operations. **accesso Paradox** enables an enhanced customer experience and accessible centralized data. The system is designed to make guest interactions easy, enjoyable, and efficient. Moreover, the solution offers powerful financial reporting, automated reservations, ski school scheduling and more.

DISTRIBUTION

Ingresso

Ingresso – a global distribution system serving the entertainment industry – provides clients with access to an expansive network of ticket distribution channels, reaching more than 1 billion consumers worldwide. By consolidating distribution through one channel, clients benefit from simplified access to a fleet of distributors. Ticket sales are made in real time, eliminating the need for ticket allocations.

GUEST EXPERIENCE

The Experience EngineTM (TE2)

accesso's guest experience management solution empowers attraction and venue operators to deliver personalization at scale by connecting guest data from disparate systems to better understand each guest and how they interact with the venue. Pairing this unique guest identity with real-time location and behavior, operators can deliver personalized messages, recommendations and offers designed to help guests have the best day possible. By eliminating friction points and elevating the guest experience, the solution helps venues drive revenue and achieve increased loyalty, advocacy and NPS.

RESTAURANT & RETAIL

accesso FreedomSM Restaurant and Retail Sales

accesso Freedom is a robust, fully hosted unified commerce platform. Fast, frictionless, highly flexible, and instantly scalable, **accesso Freedom** provides a new standard of

excellence in cloud-native restaurant and retail solutions. As a unique, multi-tenanted and highly configurable Software-as-a-Service platform, the solution is designed specifically for the cloud. Empowering venues to unify restaurant and retail transactions on a single platform, the system is powerful enough to scale seamlessly for venues of any size. With open architecture and full API access, **accesso Freedom** provides operators unlimited options for service delivery to improve both guest convenience and operational efficiency.

HISTORY & GROWTH

Founded in 2002 as Lo-Q, a British technology company, **accesso** has grown significantly over the past decade through acquisition and team development. With offices in North America, Europe, Asia, the Middle East and Australia, the **accesso** team has grown to more than **700 team members** worldwide.

Highlights:

2012 – Lo-Q acquires **accesso**, a leading eCommerce provider

2013 – Company is rebranded as **accesso** and acquires Siriusware, a North American provider of ticketing and point-of-sale (POS) software and hardware solutions

2014 – **accesso** acquires ShoWare, a reserved seating solutions provider selling more than 20 million tickets per year

2015 – Siriusware is rebranded under the **accesso** name to **accesso Siriusware**

2016 – ShoWare is rebranded under the **accesso** name to **accesso ShoWare**

2017 – **accesso** acquires Ingresso, a global ticketing distribution system; and, **accesso** acquires The Experience Engine (TE2), a customer experience management platform.

2020 – **accesso** launches its 100% Virtual Queuing program amid COVID-19, supporting four major operators across three continents: Walibi Holland, Parc Astérix, Holiday World and Village Roadshow Theme Parks.

2023 – Present – **accesso** acquires a range of differentiated technology assets, which are proven through historical use by a blue-chip customer base and hold a significant future opportunity with new product in development.

- Paradocs, an all-in-one snowsports solution, was acquired in April 2023 and is now **accesso Paradox**.
- Digisoft, a former partner for mobile development, was acquired in May 2023 to augment digital initiatives.
- VGS, a leading ticketing and entitlement platform, was acquired in June 2023 and rebranded **accesso Horizon**.

AWARDS & RECOGNITION

accesso's commitment to excellence is further demonstrated by regional and industry awards and accolades bestowed upon the company and its technology solutions, as well as its people:

- In 2015, **accesso** was awarded the United Kingdom's most prestigious business award, the "Queen's Award for Innovation."
- In 2016, the company was recognized as the "Best Technology Company" by the UK Tech Awards.

- The Orlando Business Journal recognized **accesso** for its “Innovations in Technology” in 2017 and as one of the Orlando area’s “Best Places to Work” in 2018.
- In 2020, **accesso**’s revolutionary “100% Virtual Queuing” model was recognized by the Park World Excellence Awards on the short list for “Best Use of Technologies.”
- In 2022, **accesso** was honored by TrustRadius – a leading research and review platform for business leaders across the globe – as part of its “Tech Cares 2022” award program, which recognizes B2B technology companies that have gone above and beyond to support employees and communities.
- In 2023, **Qview** was recognized as “Best New Product” for the attractions industry by IAAPA – the largest trade organization for amusement facilities worldwide

EXECUTIVE LEADERSHIP

- Steve Brown, Chief Executive Officer
- Andrew Jacobs, Chief Commercial Officer
- Fern MacDonald, Chief Financial Officer
- Edil Hernandez, Senior Vice President, Operations & Business Strategy
- Jason Jones, Senior Vice President, Engineering
- Maura Schiefelbein, Senior Vice President, People

accesso is a public company, listed on AIM: a market operated by the London Stock Exchange. For more information, visit www.accesso.com. Follow **accesso** on [Twitter](#), [LinkedIn](#) and [Facebook](#).