

CASE STUDY

Delivering Operational Excellence

Our Destination Management Company (DMC), Technical Production and other meetings and events capabilities “make it happen” – they connect the best people in the right places – on time, on budget and seamlessly.



Prestige Dinner Celebration SYDNEY HARBOUR / AUSTRALIA

Challenge

Fiserv's objective was to celebrate the implementation of a new software system and strengthen client relationships. With only three weeks' lead time, Fiserv's brief was to create a unique corporate prestige dinner, filled with elements of surprise and reveal. The challenge was to excite the high calibre guests, comprising influential senior VIP bank executives, and to leave a lasting impression.

A saxophonist meandered in the grounds, welcomed guests and a sommelier explained the wines accompanying each course.

Lasting Results

The evening was full of memorable surprises. Guests boarded the luxury AQA to meet “Champagne Jane”, their gregarious and bubbly host, culminating in a taste of Cristal 2002. However, the most dramatic surprise came as a passionate and emotional finalé.

Lights dimmed and candelabras placed on tables, Danielle Everett – one of Australia's most sought after concert, theatre, cabaret and corporate performers – entered through the spot lit terrace doorway, singing ‘Music of the Night’. She was accompanied by Dale Burridge, who serenaded and interacted with guests with a selection of arias. Nessun Dorma, sung as an encore, brought tears to their eyes!

MCI's solution

Creating a Memorable Event

With Sydney Harbour as a sensational backdrop MCI transferred guests in a luxury vessel on a champagne degustation journey to a secret dining location, the Tea Room, situated above Chowder Bay. Surrounded by national park the picturesque venue offers spectacular ambiance and is highly renowned world class cuisine.

Why MCI?

Initially the client was impressed with MCI's turnaround in responding to their request for proposal. Our demonstrated speed of response, flexibility and focus on their core goals within the short lead time provided was appealing to Fiserv. Further, MCI's previous experience in managing events of a similar calibre demonstrated our ability to meet the client's KPI's and deliver outstanding results.

