



Modernising Incident Management at Sydney Showground



Leveling up Australia's busiest events precinct

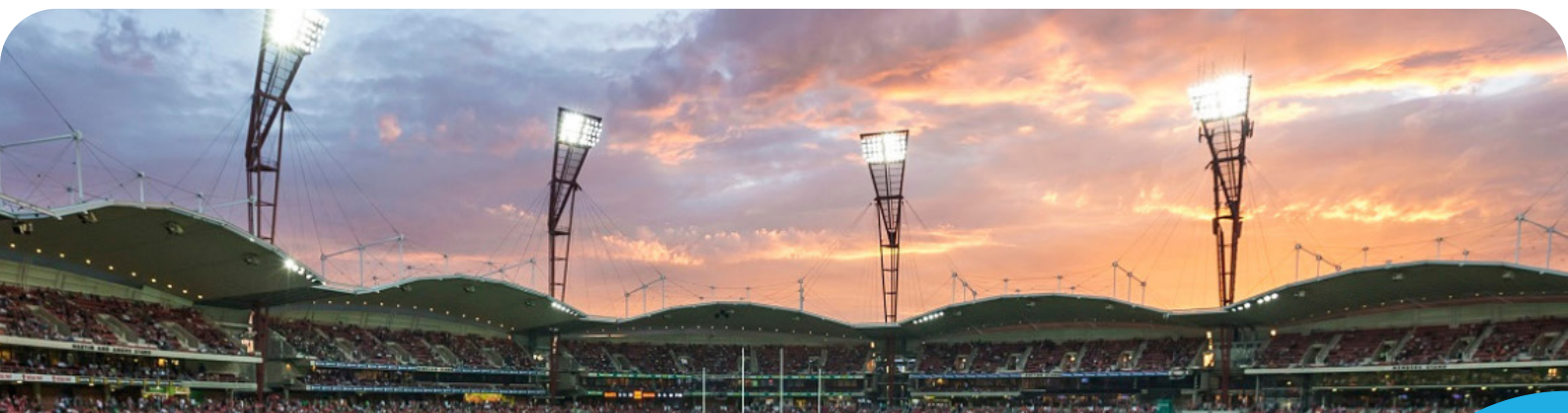
Sydney Showground, the sprawling 80-acre venue in Sydney Olympic Park, is one of the country's busiest and most complex event precincts. Hosting everything from daily operations to the massive Royal Easter Show – Australia's largest ticketed event drawing over a million attendees. The site requires a sophisticated, responsive, and scalable operations management system – and that's exactly what Chronosoft supplied.

| The Challenge: A Legacy System Unfit for a Modern Precinct

Prior to engaging Chronosoft in 2022, Sydney Showground relied on a legacy system that was primarily designed for workplace health and safety reporting. While this offered basic compliance capabilities, it fell drastically short in supporting real-time task logging, control room collaboration, and the dynamic needs of event-day operations. The shortcomings were particularly evident in several areas:

- **Limited Configurability:** The system followed a rigid workflow that didn't align with the venue's unique operational structures, particularly during major events.
- **Lack of Interactive Mapping:** Control room teams had no way to visualise real-time site activity across multiple venues, roadways, and public spaces.
- **Administrative Constraints:** Key users lacked permissions to modify workflows, forms, or notifications without vendor intervention.
- **Insufficient Event Support:** The system wasn't equipped to scale for event-specific control rooms or integrate seamlessly with external stakeholders.

Furthermore, the lack of QR code integration and mobile-friendly reporting tools limited the ability of temporary staff and contractors to contribute effectively to incident and task documentation.



The Solution: A Tailored, Scalable Platform with Real-Time Intelligence

Chronosoft deployed its platform, designed to meet the dual demands of Sydney Showground: everyday business-as-usual operations and high-intensity event management.

1. Unified Multi-Control Room Architecture

The Chronosoft platform was configured to support multiple control rooms operating simultaneously across the precinct. Whether managing regular patrols and lockups or running full-scale event operations, the system ensures that every control centre across the 80-acre precinct has access to consistent, real-time information.

2. Customisable Forms and QR Integration

Working closely with the Showground's Head of Events and Venue Operations, Melissa Goodman, Chronosoft co-developed tailored incident, medical, and inspection forms. These forms are accessed both via the mobile app and via QR codes placed across the precinct, enabling:

- Staff to perform checks without logging into the system.
- Fast documentation of location-specific risks such as obstructed exits, lighting issues, or fire extinguisher availability.
- Input from external contractors and casual workers that require minimal training.

3. Rich Interactive Mapping

Chronosoft implemented a detailed mapping system covering the entire Showground precinct. This enabled real-time spatial awareness for control room teams, including overlays for event layouts, emergency routes, and crowd management zones. The system supports rapid navigation to incident sites, streamlines crowd control, and integrates venue-specific terminology for clarity.

4. Real-Time Dashboards and Intelligence Reports

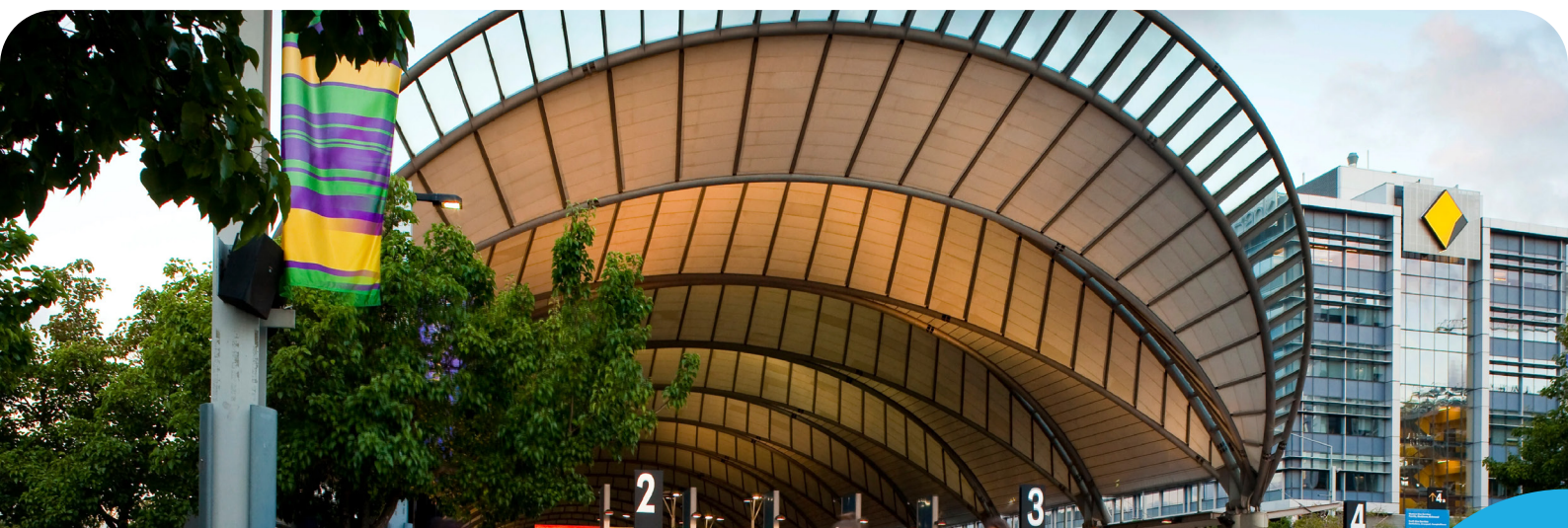
Custom dashboards were designed for different user roles, from frontline responders to executive oversight. The system delivers:

- Twice-daily shift summaries.
- Automated quarterly reports for compliance and trend analysis.
- On-demand intelligence briefs for incident debriefings and forward planning.

5. Seamless Event Information Integration

Each event's operational plan is built directly into the platform, ensuring that team members can:

- View event schedules, control room contacts, and emergency protocols in one interface.
- Access dynamic profiles on crowd sizes, patron demographics, and required services.
- Quickly locate decision-makers and adjust operational focus in real-time



The Results: Enhanced Safety, Efficiency, and Stakeholder Confidence

Chronosoft's system has transformed how Sydney Showground manages its diverse operational landscape. The most notable transformations are:

- **Operational Continuity:** From daily routines to high-stakes event execution, all activities now run on a single, unified platform.
- **Improved Responsiveness:** QR-enabled inspections and mobile-first forms accelerate issue reporting and resolution.
- **Data-Driven Decision Making:** Leadership teams now use real-time data to identify trends, forecast risks, and allocate resources effectively.
- **Stakeholder Alignment:** External agencies and event contractors have integrated access to relevant parts of the system, supporting collaboration and situational awareness.



Key Lessons for Other Large Event Precincts

Sydney Showground's journey offers valuable insights for similar venues seeking to modernise their operations:

- 1. Scalability is Non-Negotiable:** Event precincts must manage routine operations and emergency scenarios with equal efficiency. A system that scales across user roles and event sizes is essential.
- 2. Empower Staff at Every Level:** Enabling frontline workers to contribute via QR forms or mobile apps reduces reporting lags and encourages a culture of proactive risk management.
- 3. Customisation Drives Adoption:** Off-the-shelf tools often require venues to adapt to technology, rather than the reverse. Chronosoft's custom-built workflows, terminology, and permissions are key to organisation wide adoption.
- 4. Integrated Mapping is a Force Multiplier:** Visualising the venue in real-time supports faster response, better crowd control, and clearer communication with external agencies.
- 5. Actionable Reporting Builds Institutional Memory:** Beyond immediate response, structured reporting enables teams to learn from each event, refine procedures, and communicate value to stakeholders.

| About Chronosoft

By partnering with Chronosoft, Sydney Showground has not only solved its legacy system challenges but set a new standard for incident management in Australia's venue and event sector. Whether coordinating routine lockups or managing over a million attendees during the Sydney Royal Easter Show, the Showground team now operates with confidence, clarity, and control, all from one adaptable platform.

Want to learn more about how Chronosoft can transform your venue's operations? Book a demo at www.chronosoft.com.au to explore what's possible.

