

## COVID Rebound Gateway Services Menu:

Many of our Galaxy customers have been asking us what they should be doing right now to prepare for the COVID rebound.

After a year of much lower-than-normal usage and the loss of many Galaxy using team members, you want to be sure you're best prepared for the influx of ticket sales and overall increased usage of Galaxy that will accompany the rebound.

So we've outlined the services we offer that will help you, how they will help, and the minimum number of service hours you need to order them (projects may require more than the minimum number of hours). If you'd like to learn more about any of these services, or would like to order a service, please contact your Business Solutions Manager or email [businesssolutionsmanagers@gatewayticketing.com](mailto:businesssolutionsmanagers@gatewayticketing.com). You can also request the service yourself via the [Support Desk](#).

### SYSTEM ADMINISTRATOR AND CONFIGURATION SERVICES



#### Galaxy System Administrator Service

*Description:* A Galaxy expert at Gateway can provide assistance in managing your Galaxy system while your System Administrator is either not available or overwhelmed.

*Why now?:* Due to the pandemic, many sites have had to let their System Administrator go, have a System Administrator with limited bandwidth, or otherwise don't have the expertise necessary to address the needs of their operations. This service requires a brief conversation with your Business Solutions Manager and then a custom scope of work to be developed.

*Minimum Hour Requirements:* Custom



#### Galaxy Configuration Service

*Description:* This service includes configuration assistance on Galaxy features that will improve efficiency and support new revenue opportunities. It can be used to help you incorporate new operational features or accommodate changes in business practices.

*Why now?:* COVID has put new demands on your operations and departments will be taking new approaches to drive attendance. You need alignment between these departments and the Galaxy software you have to configure. Things like timed and capacity managed events, special promotions, and the need for increased web store security are here to stay. Gateway can help you configure any feature you need.

*Minimum Hour Requirements:* 0.5 Hours



# UPGRADING TO GALAXY 7.8 AND ACCESSING THE FEATURES



## Galaxy Upgrade Assistance

*Description:* Gateway can provide assistance upgrading your Galaxy applications to a new version. We start by performing an audit on your current version and operations. Then a test bed is established, and testing scenarios are created. The test bed is then used to apply the testing scenarios, verifying that current operations work as expected with the new version. Finally, the upgrade moves to production.

*Why now?:* Upgrading is an essential way to stay current with the latest functionality and security. And now is a good time to perform the upgrade before additional COVID restriction are relaxed and you get even busier. We've recently released Galaxy 7.8, the latest version of our software, and can provide the expertise to upgrade and maximize your use of the version. **We've added many new features, including an integration to Apple Wallet, partial package returns and upgrades, improved online fraud security, and Galaxy Address, Phone & Email Validation.** To see the full list of new features in Galaxy 7.8, [click here](#).

*Minimum Hour Requirements:* 2 Hours



# WEB STORE SERVICES AND FRAUD PROTECTION



## eGalaxy Fraud Protection Deployment

*Description:* eGalaxy Fraud Protection automatically helps minimize the use of fraudulent cards on your web store. You can set threshold scores for various criteria associated with a potentially fraudulent online transaction. If the score is over the fraud threshold, the transaction is denied. If it is below the fraud threshold, the transaction is approved.

*Why now?:* With most or all of your ticket sales moving online, and this trend slated to continue during the rebound, your web store is more susceptible to online fraud. eGalaxy Fraud Protection mitigates this risk and saves you money. There is a flat fee for the setup and initial configuration and then annual costs based on transactions.

*Minimum Hour Requirements:* 2 Hours



## Configuring ReCAPTCHA and Velocity Checks

*Description:* We've added two important security features to the eGalaxy Web Store. ReCAPTCHA helps ensure legitimate human users can make purchases while fraudulent users and bots cannot. Payment Transaction Fraud Velocity Checks prevent bots from trying to guess credit card numbers and CVV codes by allowing you to configure a set number of failed transaction attempts before the cart is emptied.

*Why now?:* Online ticket purchases are likely your primary, or only, sales channel right now which increases your susceptibility to fraud attempts. Additionally, in times of crisis and recession, statistics show that online fraud attempts always increase. ReCAPTCHA and Velocity Checks will help mitigate this risk, with minimal effort to enable them.

*Minimum Hour Requirements:* 1 Hour





## Web Store Graphics Updates & Theme Adjustments

*Description:* We can help you develop and design the branding on your Galaxy e-commerce software products like your web store or reseller web stores, providing a seamless transition from your corporate site to these online stores. This could be as simple as changing a color to developing more sophisticated aesthetics for the store (or even a complete redesign), as well as consulting on these matters.

*Why now?:* With online ticket sales being your primary sales channel, it's important to ensure your web store purchase experience is seamless, logical and on-brand on both desktop and mobile to help maximize sales. Additionally, if you've lost some of the resources at your organization who have this expertise, we can fill in the gaps.

*Minimum Hour Requirements:* 0.5 Hours



## eGalaxy Load Balancing

*Description:* Customers who do not have load balancing on-site and wish to deploy multiple eGalaxy servers for high demand can purchase the eGalaxy Load Balancing service. You configure each eGalaxy server with a publicly available IP address, and Gateway configures an internal load balancer to distribute query traffic from the web store across the eGalaxy instances.

*Why now?:* Your web store may be running more slowly now that more people are purchasing online. Additionally, you are likely to see a large influx in online ticket sales during the COVID rebound. You may also be selling large timed-ticket events. Load Balancing provides the ability to run multiple eGalaxy servers on site to handle these without the need to set up an onsite appliance or physical load balancing device. Thus, there is no large cost of installing a load balancer locally. There is a setup fee per server.

*Minimum Hour Requirements:* 1 Hour



## Google Analytics / Tag Manager

*Description:* Gateway can help you integrate the Google Analytics and Tag Manager code into your eGalaxy Web Store, giving you the ability to capture information regarding web store transactions, including products sold, market trends, abandoned carts, pricing, and customer activity.

*Why now?:* With limited capacity, it's more important than ever to make the business decisions that capitalize on sales opportunities and minimize sales risks. The data provided by Google Analytics helps immensely with making these decisions.

*Minimum Hour Requirements:* 0.5 Hours



## HTML & Gateway Script Template Modification

*Description:* Let Gateway assist with customizing/updating your printed and digital media and customer-facing correspondence. We can assist with updates to your confirmation e-mail, modifying your Print at Home tickets for timed entry or contactless scanning, updating Order Entry statements to reflect your new operational practices, and more.

*Why now?:* With online sales being such a prominent sales channel now and into the future, it's important to ensure all your online touchpoints, including ticket delivery and upsell prompts, are on brand and consistently designed.

*Minimum Hour Requirements:* 0.5 Hours



## DATA MANAGEMENT SERVICES



### Report Development for Reporting Plus

*Description:* We have over 30 standard reports and close to 100 custom reports already built in Reporting Plus. But if you would like a report that is not currently available in Reporting Plus, you can arrange for us to develop a custom report. All of our custom reports are delivered as SQL Server Reporting Services (SSRS) reports.

*Why now?:* Right now you need the granular reporting necessary to make the business decisions that help you improve operations and increase your per-caps. If there are particular data sets or arrangements of information you feel would tell a better story, we can help.

*Minimum Hour Requirements:* 1 Hour



### Database Maintenance

*Description:* Our Database Maintenance service helps maintain your SQL Server installation and your Galaxy SQL Server Database. This includes the Database Health Check and SQL Server Maintenance Package.

*Why now?:* You want to ensure you have a healthy and smooth environment that is prepared to handle the expected influx of orders during the COVID rebound. We recommended this service every 2-3 years just as a best practice.

*Minimum Hour Requirements:* 4 Hours



## GALAXY VISION



*Description:* A Gateway expert will virtually meet with your team to analyze your Galaxy operations and recommend improvements to your Galaxy related business processes. We use our 33 years of experience in the industry to help you improve your revenue and guest satisfaction with Galaxy. You are provided a written overview of the discussion, and changes made and recommended, which can be used to build a roadmap of functionality to address over the coming months/years. Every customer who has partnered with us on Galaxy Vision has seen marked improvement to their operations and given glowing feedback.

*Why now?:* You want to ensure you have optimized your use of Galaxy to address the specific business needs of your attraction during the COVID rebound. We can help you understand what these needs are, and how Galaxy can help you reach these goals. (Then even configure them, see Configuration Assistance)

*Minimum Hour Requirements:* 12 Hours



# GALAXY TRAINING



**Description:** Whether it be recorded courses your team takes at its own pace, regularly scheduled live courses taken with other Galaxy users, or a completely customized course delivered by an instructor, we can give you and your team of Galaxy users the training they need to optimize their use of the software.

**Why now?:** You may have lost important Galaxy users because of the pandemic and need to train-up someone new. Or, perhaps your team needs a refresher after months of low-usage. Whatever the reason, our Galaxy training courses delivered by our Learning Solutions team are one of the best ways to prepare for the COVID rebound. Plus, you may have more time now to work on training than you will once the rebound fully hits.

**Minimum Hour Requirements:** Custom



If you'd like to order any of these services, please contact your Business Solutions Manager or email [businesssolutionsmanagers@gatewayticketing.com](mailto:businesssolutionsmanagers@gatewayticketing.com). You can also request the service yourself via the [Support Desk](#) (see below). We encourage you to plan ahead as the calendar will fill up.

## REQUEST A SERVICE YOURSELF ON THE SUPPORT DESK

**Step 1:** Go to [support.gatewayticketing.com](https://support.gatewayticketing.com) and select 'Request service' from the menu.

**Step 2:** Search and select the service you would like from the drop down and click 'Create'.

What do you need help with?

- Request support**  
Ask for help with something that isn't working
- Request CRM Assistance**  
Request Assistance with CRM
- Galaxy Connect Request**  
Get Support with Connect, update your existing configuration or add a new distributor
- EMV Support Request**  
Request Help for EMV Devices
- Request service**  
Ask for configuration assistance or other service that may use Tier or service hours, depending on your agreement with Gateway
- Request License/Enable**  
Request to Enable a Node
- Request a Quote**  
Request a quote for hardware, software, software assistance etc.
- Request Web Graphics**

Summary

Please summarize the work for us.

Galaxy Services Menu (optional)

Gateway System Administrator Service

Gateway Configuration Service

Galaxy Upgrade Assistance

eGalaxy Fraud Protection Deployment

Configuring ReCAPTCHA and Velocity Checks

Web Store Graphics Updates & Theme Adjustments

eGalaxy Load Balancing

Google Analytics / Tao Manager

What else should we know?

Due Date

When would you like the work finished?

Attachment (optional)

Drag and drop files, paste screenshots, or browse