

Over 37,000 bookings protected: How TicketSocket delivered flexibility and revenue with Refund Protect

THE CHALLENGE

TicketSocket, a white-label ticketing platform offering full control over branding, data, and revenue, wanted to empower its clients with more than just a customisable platform. It aimed to provide event organisers with a competitive edge by enabling flexible, customer-first experiences while creating a new revenue opportunity.

ABOUT

Founded in 2013 and headquartered in Delray Beach, TicketSocket specialises in ticketing/registration and is a leading white-label ticketing platform that gives clients total control over their ticketing infrastructure. From branding and checkout flows to customer data and revenue streams, TicketSocket powers ticket sales for events of all shapes and sizes while ensuring organisers maintain ownership every step.

Key highlights

- ✔ 100% white-label ticketing control
- ✔ Clients retain full access to customer data and revenue
- ✔ Custom branding and checkout flow flexibility

Website	ticketsocket.com
Key stakeholders	Justin Cort
Founded	2013
Industry	Event technology/ticketing
HQ	 Delray Beach, Florida, USA
Company size	11 - 50 Employees

“Partnering with Protect Group has allowed us to give clients the ability to offer protection on tickets for their events. It’s a value-add that boosts customer trust and supports event organisers’ bottom line.”

JUSTIN CORT

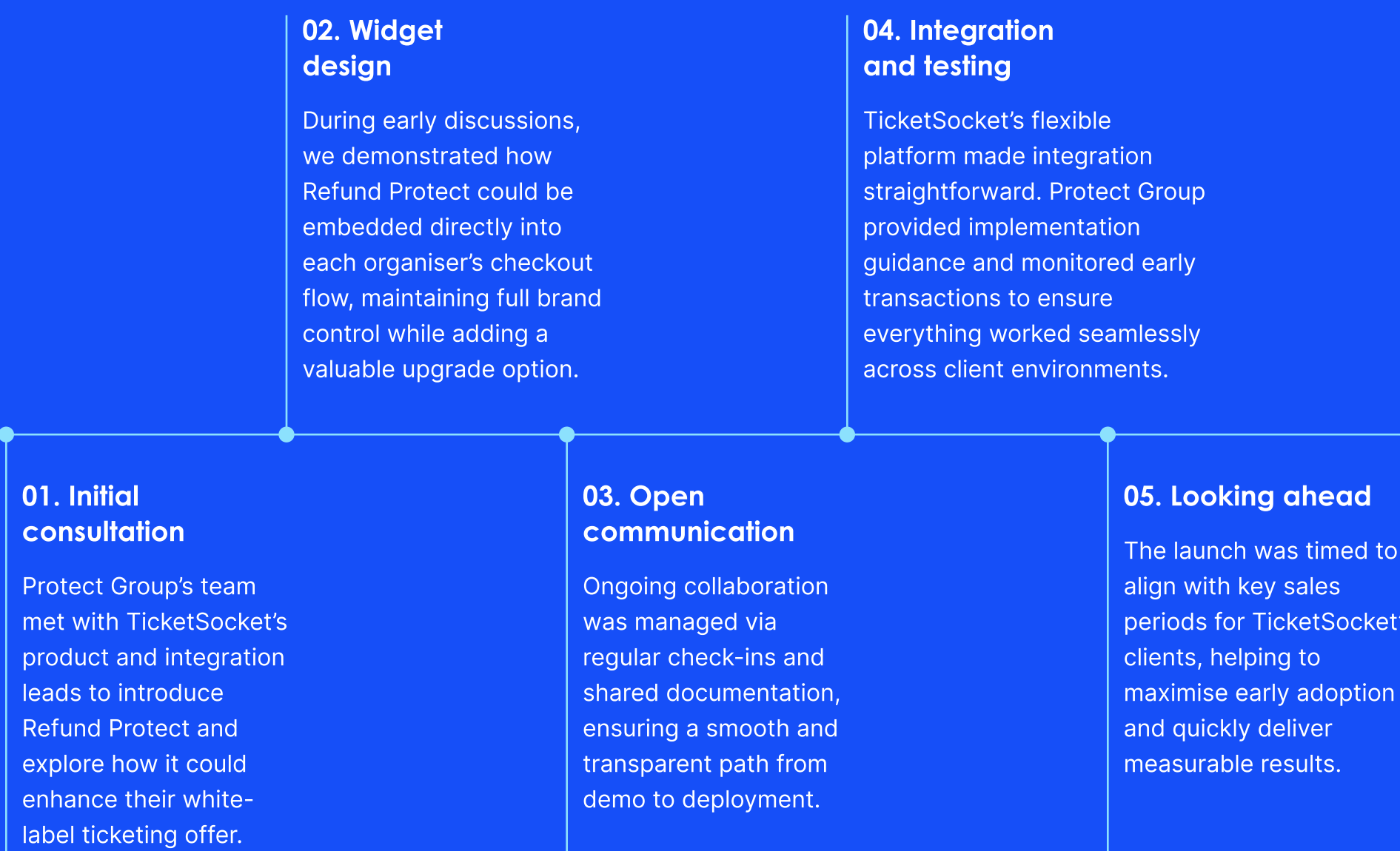
Customer Premiere & Enterprise Account Manager



By integrating Refund Protect into their booking flow, TicketSocket gave clients a new way to enhance their ticketing offer helping event organisers meet rising consumer expectations around flexibility.

The result? A more compelling booking journey for customers, and new recurring revenue for event creators.

THE SOLUTION



TECHNOLOGY AND PRODUCTS USED

- Refund Protect**

Refund Protect is all about turning life’s unexpected moments into stress-free solutions. We give your customers the option to upgrade to a refundable ticket at checkout, so if they can’t attend, they’re covered.
- Pulse Platform**

Pulse is our powerful PaaS solution designed to integrate effortlessly with your systems. It delivers tailored products that enhance every stage of your customer’s journey.