

CASE STUDY | TICKETSOCKET

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



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

By integrating Refund Protect into their booking flow,

customers, and new recurring revenue for event creators.

THE SOLUTION

During early discussions, we demonstrated how

02. Widget

design

embedded directly into each organiser's checkout flow, maintaining full brand control while adding a valuable upgrade option. 03. Open

Refund Protect could be

TicketSocket's flexible platform made integration

and testing

04. Integration

straightforward. Protect Group provided implementation guidance and monitored early transactions to ensure everything worked seamlessly across client environments.

Protect Group's team met with TicketSocket's

consultation

01. Initial

product and integration leads to introduce Refund Protect and explore how it could enhance their whitelabel ticketing offer.

Ongoing collaboration was managed via

communication

shared documentation, ensuring a smooth and transparent path from demo to deployment.

regular check-ins and

align with key sales periods for TicketSocket's

05. Looking ahead

The launch was timed to

clients, helping to maximise early adoption and quickly deliver measurable results.

TECHNOLOGY AND

PRODUCTS USED

Refund Protect

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

Refund Protect is all about turning life's unexpected moments

into stress-free solutions. We give your customers the option

