Doncaster Knights

OLS Ltd / UK

THE CUSTOMER

Doncaster Knights are a professional rugby union club based in Doncaster, South Yorkshire, England. They play in the RFU Championship, the second tier of English rugby. The club was originally founded in 1875 as Doncaster RFC and rebranded to Doncaster Knights in 2006. The Knights are known for their impressive record of promotions, having achieved eight promotions in fifteen seasons. They play their home games at Castle Park, a 22-acre site that features state-of-the-art facilities and can accommodate up to 5,000 spectators. Castle Park is not only a rugby venue but also a top conference and function center in Doncaster.

FAST FACTS

LOCATION
Doncaster, UK

YEAR OF COMPLETION
2024

APPLICATION
Access Control, Ticketing

TECHNOLOGY
QR Codes
Bar Codes

PROJECT SIZE
2 Turnstiles

SUPREMA PARTNER
OLS Ltd (Oliver Law Security)

SOLUTIONS
X-Station 2
CLUe & Future Ticketing Integration

suprema
SECURITY & BIOMETRICS

THE CHALLENGE

The customer relied on a manual entry system using handheld ticket scanners to check each ticket individually. This process was slow and inefficient, leading to delays and increased operational costs. They wanted a system that enhanced fan experience, gave an accurate count of people entering the ground and something easy to manage with their existing ticketing platform, without the need for large scale changes & upgrades.

THE SOLUTION

To modernise Doncaster Knights' access control and ticketing system, OLS integrated Suprema's X-Station 2 and CLUe platform with the Future Ticketing system to provide a seamless, efficient, and secure entry solution. This upgrade replaced the club's manual handheld ticket scanning process with two automated turnstiles featuring QR code and barcode scanning technology.

HOW IT WORKS

1. Seamless Ticket Validation:

a. Fans purchase tickets online through the club, generating a unique QR code or barcode for each entry.
b. At the stadium, Suprema's X-Station 2 scans these codes within milliseconds, eliminating manual verification delays.

2. Automated Entry via Turnstiles:

a. When a valid ticket is scanned, the turnstile unlocks, allowing a quick and controlled entry.
b. If an invalid or duplicate ticket is scanned, access is denied, preventing unauthorised entry. Together with providing a response to the customer, attend ticket office, duplicated ticket etc.

3. Real-Time Monitoring & Data Collection:

a. The Future Ticketing application provides stadium staff with real-time entry tracking, offering an instant and accurate count of attendees.
b. Security teams can monitor entries remotely, enhancing stadium oversight and allowing swift responses to suspicious activity or operational issues.

KEY BENEFITS

Enhanced Fan Experience

· Supporters enter the stadium faster, reducing queues and eliminating frustration at peak times.
· The automated system allows for a more streamlined, contactless, and hassle-free matchday experience.

Increased Operational Efficiency

· Eliminating the need for manual ticket scanning reduces staffing requirements and operational costs.

Improved Security & Fraud Prevention

· Real-time validation of tickets minimises ticket fraud, including duplicate or fake entries.
· Security teams can receive live data updates, allowing for better crowd control and event safety management.

Scalability & Future-Proofing

· The system is designed to support future upgrades, including integration with RFID/NFC/Facial recognition technology for contactless ticketing.
· Doncaster Knights now have a scalable solution that can expand to more turnstiles or different venues as needed.