LogMeIn Event Services

Make your webinar a success with our expert production support

LogMeIn®

Be Limitless.

Overview

Empowering customers to be limitless with online events through precise coordination and planning with our webinar experts. Based on your specific business needs LogMeIn Event Services offer three packages of support. From an initial consultation, all the way through seamless event management, our professional event producers will help you confidently plan to make your next live event a success.

Services

Basic Package

The Basic package includes a highly customized, initial consultation for 30 minutes to discuss the details of the event, establish the roles and responsibilities and confirm that the webinar has been properly configured. Pre-event support takes place during the 30 minutes prior to the events scheduled start time including audio checks, overview of webinar roles and reviewing the event flow. During the live event, depending on your needs, our producers are available to moderate with housekeeping, assist with Q&A and will provide an MP4 file shortly after the event concludes.

Plus Package

Take your event support to the next level with the Plus package. Everything from the Basic package is included and you will also receive support for a technical dry run, which occurs prior to the live event. In the rehearsal, our producers will discuss the technical and logistical details of the event, review the in-session controls to ease comfort levels and provide contingency plans in the chance of technical challenges.

Premium Package

The initial call, dry run and live event support are all provided in the Premium package. Detailed & strategic planning to discuss your goals and success criteria, top off the highest LogMeIn Event Services solution package. Our producers will work with you to provide industry best practices, create concrete action items to manage expectations and set you up for the utmost success going forward.

Additional Assistance

If additional assistance is needed, our event producers are also available on an hourly basis once a package has been purchased. The available services include those listed above and advanced training, advice on presentation best practices, assistance in setting up a webinar with a focus on engagement features, editing a recording through the platform and reporting analytics.

Video Editing

Event Services now officially offers video editing. With your detailed instructions, we will have your edited video back to you within two work days. One round of revisions included with every hour purchased. Contact Event Services for a quote.

Services Provided	Basic Package (Up to 2 hours of support)	Plus Package (Up to 3 hours of support)	Premium Package (Up to 6 hours of support)
Pricing	€ 410	£ 360	€ 550	£ 480	€ 960	£ 840
Initial Consultation (30 minutes) • Confirm event date and time. • Discuss goals and set expectations. • Establish event roles and responsibilities. • Review features setup.	✓	✓	✓
Pre-Event Support (30 minutes) • Assist stakeholders in joining and welcome. • Perform an audio sound check. • Review features setup and processes. • Confirm established roles and responsibilities.	✓	✓	✓
Live Event Support (1 hour) • Greet attendees and introduce the event. • Respond to staff questions via chat. • Monitor and address technical questions. • Assist with event Q & A. • Provide a back-up recording.	✓	✓	✓
Rehearsal • Discuss technical and logistical details of the event. • Facilitate practice of roles. • Review in-session controls to improve comfort level. • Discuss contingency plans in case of technical challenges.		✓	✓
Strategy and Planning • Discuss event goals in detail. • Establish success criteria. • Provide industry best practices and coaching. • Help create a timeline with action items and next steps.			✓

Customer Testimonials

Jonathan Unger
Senior Digital Strategist, Signavio

"Choosing GoToWebinar to host our landmark 20-hour event allowed us to create a superior attendee experience. Real-time analytics enabled us to keep track of audience engagement, while expert support from LogMeIn ensured everything ran smoothly."
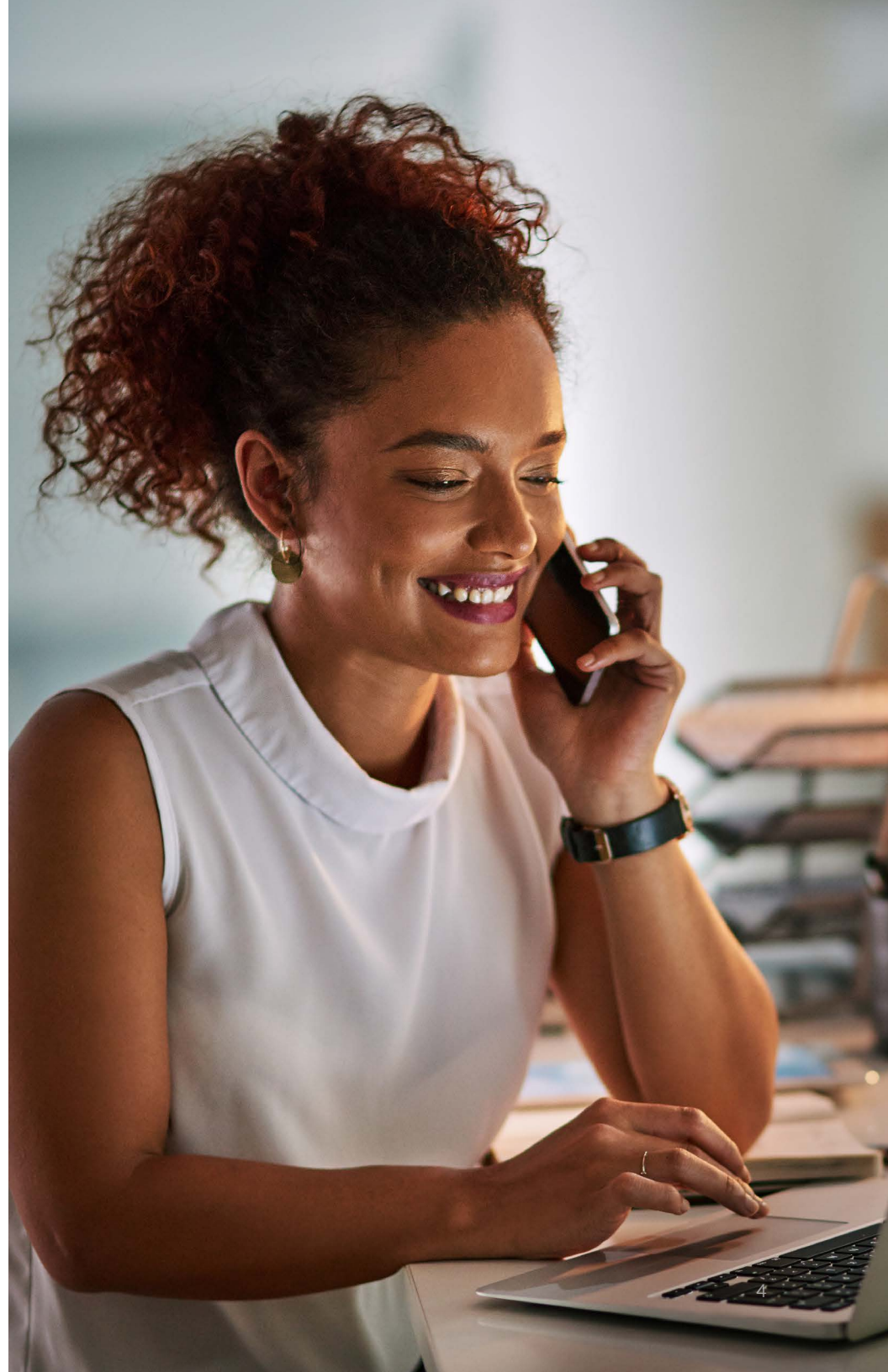
Ailsa Parker
Communications Manager, NHS Confederation

"We use LogMeIn Event Services to effectively deliver webinars to our NHS audience on a range of workforce topics. We receive regular support from the team who help us to get the most out of the system, distribute our messaging and promote our resources quickly and easily through webinars."

Anuradha Castan-Varlet
Global Membership Coordinator

"The International Union Against Tuberculosis and Lung Disease (The Union) is an organisation headquartered in Paris with the stated goals to "bring innovation, expertise, solutions and support to address health challenges in low- and middle-income populations". In the pursuit of our mission to broadly disseminate the latest in scientific research we use GoToWebinar and the Event Services Team at LogMeIn several times a year to host webinars for our membership community. The support of Event Services is invaluable and allows us to concentrate on the important content of our webinars, leaving the technical side to the professionals."

Pricing Chart

Find the right package for your budget.

Service	Pricing							
	USD	**AUD**	**CAD**	**CHF**	**EUR**	**GBP**	**NZD**	**SEK**
Basic Package *(2 hours)*	600	785	767	390	410	360	830	3000
Plus Package *(3 hours)*	850	1112	1086	520	550	480	1176	3900
Premium Package *(6 hours)*	1300	1701	1661	1475	960	840	1798	6990
Support by the Hour* *(per hour)*	300	390	380	280	220	200	415	1600
Video Editing	300	390	380	265	245	220	415	2500
Last Minute Request/ Cancellation Fee**	300	390	380	265	245	220	415	2500

*Available as an addition with the purchase of a package   **Additional fees may apply for orders placed, changed, or cancelled within 72 business hours of scheduled event.

Are you ready to collaborate openly with our event producers to exceed your webinar expectations?

Contact us today to discuss the best solution for your upcoming events.

Email *event.services@logmein.com*.

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