

Case Study: Wafian Launch at FEP Festival

Introduction

In August 2025, Wafian successfully launched its first functional version at the Festival of Ecological Theater for Children and Youth (FEP) in Bačka Palanka.

FEP, widely recognized for its social responsibility, green initiatives, and inclusive spirit, was the perfect stage to showcase a new technology for ticket sales and distribution through a mobile application.

The Challenge

The goal was clear:

- Test the Wafian app in real-world conditions.
- Demonstrate that digital ticket distribution can be easy, fast, transparent, and inclusive — even at events with limited technical resources.
- Assess how audiences, organizers, and volunteers would respond to this new technology



Photo credits: Festival of Ecological Theater for Children and Youth e / Jovana Semiz

Implementation

Team Approach:

The Wafian team was present throughout the festival. Developers monitored the app's performance on-site and responded in real time to any needs.

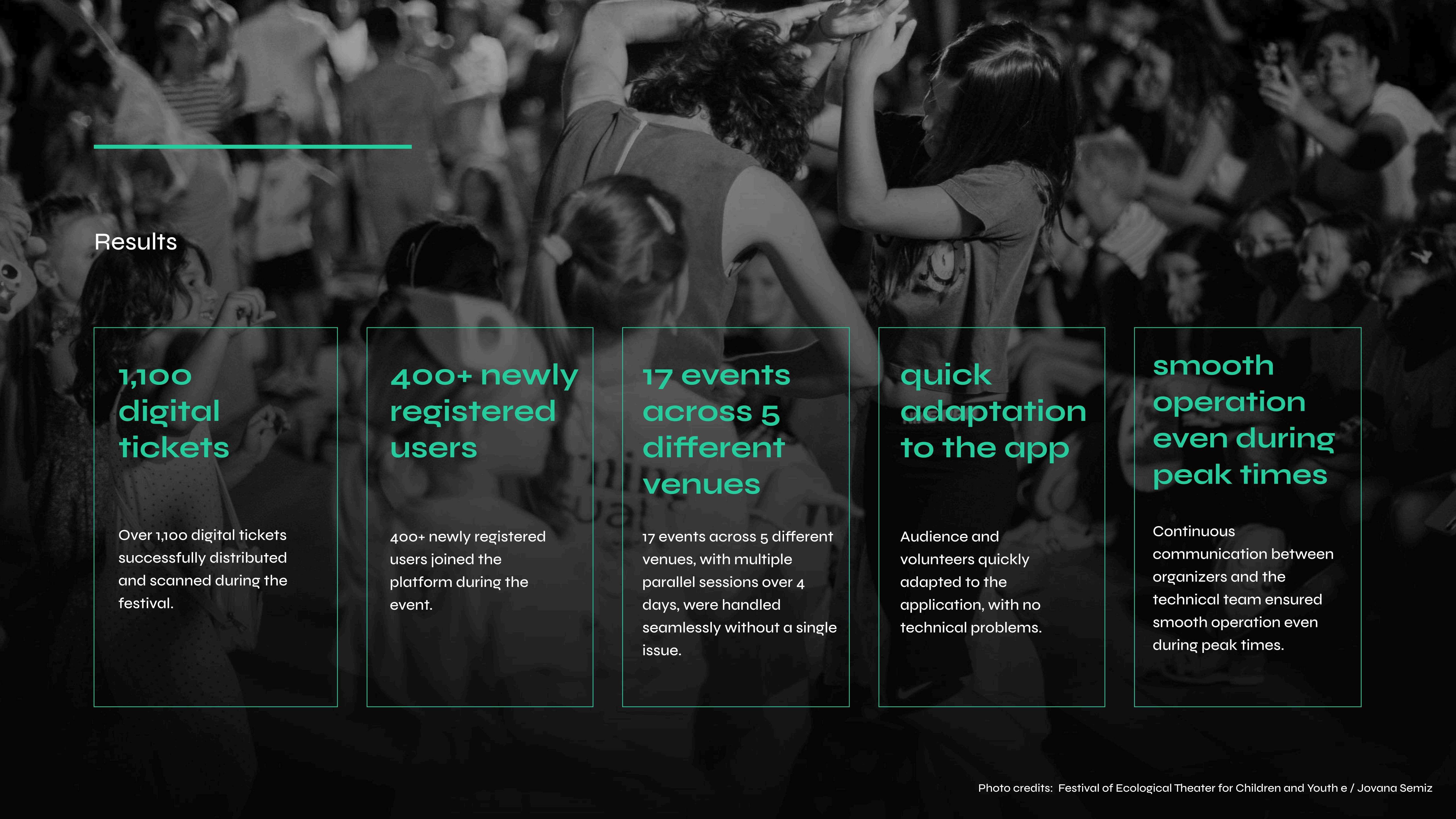
Volunteer Training:

Before the festival, training sessions were held for FEP volunteers, providing practical instructions on how to use the Wafian app and assist visitors with scanning and validating tickets.

Tickets as a Tool for Change:

Tickets could also be obtained in exchange for recyclable materials, further reinforcing the festival's values and Wafian's commitment to sustainability.





Results

1,100 digital tickets

Over 1,100 digital tickets successfully distributed and scanned during the festival.

400+ newly registered users

400+ newly registered users joined the platform during the event.

17 events across 5 different venues

17 events across 5 different venues, with multiple parallel sessions over 4 days, were handled seamlessly without a single issue.

quick adaptation to the app

Audience and volunteers quickly adapted to the application, with no technical problems.

smooth operation even during peak times

Continuous communication between organizers and the technical team ensured smooth operation even during peak times.

Organizer's Feedback

"I want to sincerely congratulate you on the successful launch of the Wafian app. It was a great pleasure working with you — both on a professional and personal level.

Thank you for your patience, support, and understanding throughout the process. Your contribution was crucial, and you demonstrated a high level of professionalism. I believe in Wafian's potential and hope we continue this journey together.

All in all, the process went much better than I expected — not because I doubted you, but because production rarely runs so smoothly. Bravo once again!"

Nikola Baić, Music Program Director, FEP



Photo credits: Festival of Ecological Theater for Children and Youth e / Jovana Semiz

Conclusions

This pilot demonstrated that Wafan is:

Feasible -

it works effectively in a real festival environment.

Scalable -

ready to be applied at larger and more complex events.

User-Friendly -

easily adopted by both audiences and volunteers.

