

Public Statement regarding the registration process at the Old Mutual Two Oceans Marathon 2018

RaceTec Event Technology in partnership with Nashua Cape Town was responsible for providing the Old Mutual Two Oceans Marathon with an automated print solution to provide race numbers for their various events.

Unfortunately the solution we deployed experienced a severe drop in performance soon after we opened registration on Wednesday 28 March. This was a similar system used at the Cape Town Cycle Tour earlier this month but with some significant enhancements. The speed at which the system operated during the expo simply could not cope with the demand it received, although we designed it to meet the set requirements of registration volumes. RaceTec, together with Nashua Cape Town and Nashua Limited, tried our level best to mitigate all system delays. After day two of registration our team worked through the night to rebuild the system and tested with very promising results. Unfortunately, yet again, the system proved to be inadequate for the required demand. Although we printed approx. 28 000 race packs over the three days, runners were asked to queue for over two hours.

We are beyond devastated with the outcome and can only begin to imagine the frustration that was experienced by runners and all other stakeholders.

We would like to publicly, unreservedly, apologise to each and every runner, their friends and family that accompanied them, the Old Mutual Two Oceans Marathon and its board, its sponsors and every exhibitor at the expo.

We wish all those participating in the Half and Ultra Marathon a safe and enjoyable run.

