

Keynote PCO,  
Suite 26, Anglesea House,  
63 Carysfort Ave., Blackrock,  
Co Dublin, Ireland

15.08.2023

To whom it may concern,

On an afternoon in 2012, the Irish Dental Hygienists Association decided to bid for the International Symposium on Dental Hygiene (ISDH) 2019. Having met several professional conference organising companies (PCO), Noel and his team from Keynote PCO were the outstanding choice for us. This decision ultimately led to a ten-year project which resulted in the resounding success of ISDH 2022 in Dublin.

The IDHA is the national representative association for Dental Hygienists in Ireland, however, with a membership of under three hundred hosting a world event could only be described as ambitious. Held every three years the International Symposium on Dental Hygiene is the world meeting for Dental Hygienists and their associations. Having narrowly lost our first bid and through the support of Keynote we rebid and were successful to host ISDH 2022 during ISDH 2016 Switzerland.

However, this was only the start of the work in bringing ISDH 2022 to Ireland. A relocation of the symposium in 2019 from South Korea to Australia, contract negotiations, a change to Dublin's hosting year, and a worldwide pandemic it was not an easy process but with the incredible professionalism, patience, and resilience that Keynote PCO has provided to both the international board and the local organising committee all obstacles were efficiently and swiftly dealt with. The ISDH 2022 delivered above budget due to the vigilance and adaptations to the project under the watchful eye of Keynote.

In August of 2022, in the Convention Centre Dublin the opening country flag bearing ceremony stood the representatives of 34 IFDH member countries. A higher-than-expected number of 850 international delegates from 40 countries and their families visited Ireland in the days before and after the symposium, and the sense of achievement was incredible. Three days of a parallel programme, exhibition area, poster exhibitions, a sold-out Guinness storehouse event, daily delegate support, accompanying persons programme, and a seamless registration process were all achieved. While the IDHA basked in the delight of seeing so many of our colleagues join us in Dublin and received such positive feedback, we all were acutely aware that the 'Cinderella' in the room was Noel and his team from Keynote.

Keynote are more than a PCO, for over ten years they have graciously shared their knowledge, mentored us and kept us informed every step of the way. A true team player it was a pleasure to work with them.

On behalf of the local organising committee, scientific committee, and the international board of the International Federation of Dental Hygienists we can, without hesitation recommend Keynote PCO as a first choice to anyone considering using the services of a professional conference organiser.

Kind regards,



Barbara Derham RDH, Chairperson, Local Organising Committee, ISDH 2022