

Childwall and Ashton-in-Makerfield both prefer the Open Solutions difference



Childwall GC

Managing a golf club nowadays means ensuring you've got the best tools. Most of a golf club's everyday sales go through the club's till system, an essential component of golf club management. The best now make a big difference to easing the load on the back office, and producing the kind of detailed reports needed by modern managers to see what's happening at their club, and what they need to do about it.

However good the software may be, the responsiveness of the software company is critical to customer satisfaction. Childwall and Ashton-in-Makerfield are two clubs that persevered for years with one company, and decided they could do a lot better by switching to Open Solutions.

Childwall GC

Peter Bowen is the Manager of Childwall GC. The EPoS till system was an old DOS-based application, and was comparatively inflexible and far from easy to do simple operations like changing the prices of the bar products. When the company took 3 months to deal with the club's barrier system, the Committee's patience finally ran out.

Open Solutions installed their GPoS system into three new tills throughout the club, and a new PC in the back office running Windows XP Business was set up with

GPoS Manager. Peter could now see everything that was going through the tills, and have whatever reports he wanted from the system. Open Solutions also took on the support of the club's barrier system, and ensured that Peter could take advantage of the barrier system's ability to change the key numbers daily. With members using a proximity card to get in and out with complete ease, Peter was able to increase the level of security at the club from the visitor's perspective.

Enjoying the difference

So what has the difference meant to Peter? "It's much, much easier to change prices on products in the back office, and I can do it on-screen in one operation instead of going through endless pages; I now have complete control over what happens in the bar. We have far more space on-screen with many more pages for different product groups as well. That all makes life much easier for me and the bar staff."

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"Switching to Open Solutions is saving the club around £500 a year in support charges. So now we've got the best till system, great support and for less money. And my life's that little bit easier. Brilliant!"

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where client satisfaction comes as standard