

# Why do our customers recommend **Open Solutions**?

**"It's made life much easier for us, and for managing what is now a much larger Walcountians Sports Club."**

"It's not just the EPoS system, it's the whole Open Solutions package: the touch screens tills, the membership cards, all the things we can do to manage our pricing and margins, the accuracy of the stock control, the support whenever we need it – the whole offering is very well thought through, and makes managing a large club like this a much more straightforward task."

**Monty Montgomery, General Manager, Old Walcountians Club**



## **Makes your club money**

"The software and the hardware from Open Solutions been brilliant and very robust... the uplift in sales promises to have a positive impact on the club's overall profitability."

**Martin Bidlake-Corser, Membership Secretary, Henley RFC**

## **Exceeds expectations**

"I'd say the technology's exceeded our expectations... it's now a joy to go to committee meetings armed with all the reports we need, giving us complete breakdowns of our bar sales and membership subscription situations."

**Alec Adams, Honorary Life Member, Royal Wootton Bassett RFC**

## **Fully integrates with GMS**

Our highly successful EPoS system can be fully integrated with the RFU's Game Management System, making it easier for members to use account cards at the bar and pay their subscriptions online, and for the club to manage outside functions more profitably, become more efficient and strengthen its bottom line.

We're Open Solutions, providing robust and user friendly business solutions to the UK's rugby clubs.

  
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international.com

To find out more call freephone **01732 367 227** or e-mail **info@opensolint.com**



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## Guildford Rugby Club wins with fully integrated GMS & EPoS

*Following the decision to install an Open Solutions electronic point of sale (EPoS) system earlier in the New Year, Guildford Rugby Club is already reaping the benefits of its full integration with the RFU's Game Management System (GMS).*

One of the largest community sports clubs in the South East with over a thousand members, Guildford RFC already had a modern EPoS system that provided members' individual bar accounts and used members' cards. However it couldn't be fully integrated with GMS, leaving the club to have to operate two membership databases.

This in turn caused the club's administrative team huge headaches when trying to reconcile the data generated by the two systems, let alone the risk of input errors as every member used to have their details recorded twice: once in GMS and once again in the former EPoS system.

### The new EPoS installation

The five new PoSBank Apexa G touch screen tills are now linked to Paymentsense PDQ machines, and

it re-uses the members' existing swipe cards. The five tills run Windows 10 using solid state drives for faster processing, and as you'd expect are splash proof and very robust. Staff now sign on using their own unique key fob Dallas keys.

### The benefits of working with one integrated system

Since making all the changes, Membership Secretary Mark Read is pleased to report that the club has achieved a series of benefits, starting with data reconciliation as he explains: "When we were running two systems, it was very difficult to reconcile them. Now that our new EPoS system from Open Solutions 'talks' directly to our GMS, reconciliation is no longer an issue, and we can trust all the data and reports we're getting."



Mark continues: "The Open Solutions EPoS pulls all the data it needs from the GMS system because it's been set up by the provider to recognise all our members' existing details residing in GMS. This of course now helps to identify their card numbers and to generate their bar accounts' data – sales, times of purchase, type of product and so on."

### Bar service speeds improved

Another very welcome benefit has been the much faster speeds of the transactions in terms of the Open Solutions EPoS and till system, and especially those involving the new Paymentsense PDQ machines and members' bank cards. As Mark points out: "This sort of thing makes a big difference when the bar's busy and a member needs to top up or pay by bank card."

He adds: "The Open Solutions EPoS also allows for order interruption, so that instead of one member of the bar staff having to wait until his or her colleague has completed their order, they can 'interrupt' it without any problem and key in their own order. That all helps speed things up at busy times."

### Useful business tool: a Bookings system

The Open Solutions EPoS application comes with a bookings system as well, and it's also improving matters, as Mark comments: "We're also making full use of this feature for booking all our club and outside functions,

celebrations and so on. It's a very useful business tool, given we've got a clubhouse that was refurbished with the aim of generating additional income from venue hire."



### Improvements for the membership services as well

From the members' point of view, there are a range of benefits: they can now go online and see their bar balances, pay for everything such as membership renewals, functions, match fees and kit, and top up online from home or work 24/7.

### Integration: a good decision

Mark summarises: "When we realised that we were running an EPoS system that wasn't integrated with our GMS, we faced a major decision. But with the integration benefits now much better understood, we're very glad we went ahead and installed both the Open Solutions EPoS and the Paymentsense PDQ machines. This has also helped us make better use of the GMS as well."

He adds: "Running a major community rugby club is a major challenge. Making sure our GMS, EPoS and PDQ machines were all fully integrated makes things significantly more straightforward and error free – and while we hadn't thought about this at the time, the faster bar service and order turnaround as a direct result of the new software makes a great deal of sense whenever there's a busy match day!"

