

# Hartlepool switches to Open Solutions:



*“The difference is massive!”*

**Hartlepool GC is now an even better experience thanks to Open Solutions.**

*“The Open Solutions system fully integrates with DJB, so I only have to input membership data once for the card, handicap and subscriptions software.”*

**You would think that one EPoS till system is much like any other, and that one software supplier is much like any other supplier – but not when it's Open Solutions.**

Hard to believe? Open Solutions is currently offering golf clubs with touch screen tills their latest OSiS back office software application, one or more GPoS till licenses, all installation and staff training (normally worth £2,795) free of charge if a club signs over their annual maintenance agreement.

So all a club has to do is agree, sign and set up the staff training, and because Open Solutions will have already downloaded the prices and products from the old till system, the installation can start at 8am and be ready before the club bar opens at 11am the same day – and that's it, nothing to pay. So far, so good – but what's the difference, and is it worth it?

## **From lots of problems to a solution that delivers: Hartlepool GC's experience**

We asked Hartlepool GC Club Manager and Professional Graham Laidlaw what he thought. He's had the new Open Solutions software since December 2008, having had the ClubMinder system before. There were a few problems as Graham explains: “Our tills kept crashing, the support was poor, and we couldn't link the DJB membership and handicaps software with the system. That meant that every time we had a new member's details to input, we had to do it once in DJB, and again in the till application. That duplication risks something being wrong or different, besides being very time consuming for the office. On top of that, the old till system didn't work in real time, so when you totalled up all the daily sales or Z reports at 11pm each night, the data was 'wrong' until the system reconciled itself at 5am or so, after which the Z report data and totals would be correct.”

“The Open Solutions system is completely different. Now, the tills – we have three of them – don't crash. Everything works in real time, so reports are correct, whenever I need them. And instead of having to work the way the design of the till system dictated, I can tailor the Open Solutions one to work the way I want to, or the way the Treasurer wants it to. For example, if he wants the bar takings for January or to know what the amount of credit is on members' cards, no problem – but instead of his having to come to the club and collect all the reports I'd had to print out, I just click a button on the back office PC and all the data goes straight into Excel, which I then e-mail to the Treasurer. That saves him all the running around and both of us a lot of valuable time.”

## **Full integration with DJB, no more waiting for cards**

“The Open Solutions system fully integrates with DJB, so I only have to input membership data once for the card, handicap and subscriptions software.”

“Another thing which Open Solutions has turned from a problem into a solution was the new member's swipe card. With the old system, having inputted a new member's information and details to our membership software, I would then have to e-mail the relevant details to the old supplier and wait up to a week for the new card to arrive. With the new system, I can now hold cards in stock at the club and once I've inputted a new member's details, I can validate their new club card. They can then load up money on their account and start spending straightaway because they are now literally a proper member. The speed with which I can do that always impresses them – and me!”

## **The difference is massive**

“Both the Treasurer and myself are definitely saving significant time spent running the club. The Open Solutions service and support is excellent, and the installation – which was a big concern initially – started at 8am and finished well in time for the club bar to open as usual at 11am. By then the staff had finished their initial training and were ready to use the new system, which they also find much easier and quicker to use. The difference between the old system and the new system is massive.”

## **“...they simply won't do better than Open Solutions.”**

“I think the best benefit is that unlike all the other systems whose software dictates how you manage the club, this is the only till system I know of that I can tailor to do exactly what I or the Treasurer want, and let us manage our club the way we want. That makes a huge difference, and when you take everything else into account, if any other clubs are thinking about upgrading or looking for the latest in till and club management systems, they simply won't do better than Open Solutions.”



**The new multiple purse feature from Open Solutions does away with all the hassles of competition payments by allowing members to use their card accounts to pay. »**