

## Entertainment Centre Management System

## Asset Rental & Membership Management

The Entertainment Centre Management System provides for an encompassing management system for businesses in the entertainment centre industry.

Business like billiard and karaoke, golf centres, restaurant and bar and newly emerging businesses within this sector which have a time keeping and charge for time requirements, power control to room and device management and membership, space rental requirements in addition to the standard features typical of a food and beverage establishment.

The personal professional services industry is also a newly emerging industry with charge for time requirements based upon new consumer demand for such things as spa, beauty and personal care and upkeep services such as tanning and other such treatment services where facilities are charged based on customer use or purchased in advance in blocks and taken down across a period of time.

The key to the success of the ECMS System is in our ability to provide for extremely simple use, fast transaction completion, separation of management setup versus employee usage of the system and power and lighting control for assurance of computer booking of the facilities amenities, such as lights above a table, power to a room, power to a tanning bed and so on.

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The ECMS System provides an all encompassing management application for your entertainment facility or your personal professional services establishment.

When we set out to design the ECMS system it was originally with the vision of replacing analog/digital time clock device equipment with a computer and program that could perform the same tasks with readily available equipment, plus all of the management capabilities one would hope to find in a computer application, such as reporting, receipt

printing, the management of customer information and inventory information.

We didn't really realize the many different types of establishments that would eventually make use of our system until we found customers in the food and beverage, karaoke and golf centre and golf dome industries knocking on our door.

This lead us to a more robust solution offering that could accommodate such new facilities, multiple computer stations and a central data repository or server as well as the ability to control power flow to lights and equipment which controls the use of the facilities amenities.



# The Order

**Originally developed to replace a series of clocks that would control access to assets and bill for time**

ECMS, can manage any number of amenities in your facility, allows you to layout the units on the screen or multiple screens as you see fit and could only be easier to use if you didn't need to use it at all. The rental rate controls are in depth and flexible allowing management to set rates based on days of the week, time of day, customer classification, type of rental unit or amenity (room, device, table, etc).

The entire rating system is automated allowing for operators to book in and out transactions, acquire new customers and deal with the necessary parts of the business, leaving management to set the tone for the business at the top level. Even sundry item sales and inventory items sales have a five level pricing scheme that can be applied for management prescribed pricing without operator intervention required.

The system has been designed with control for the owner, peace of mind for the staff and simplicity and speed to the customer.

Since many establishments offer a multitude of services, we have provided for customer freedom within your facility by allowing customers to move from one amenity to the next without need of tally or cash/checkout, once they are done they can get a final tally for their visit, which can include movement from entertainment, personal care/wellness, bar and restaurant or any other such service category you have to offer or add to your mix.

The ability to offer a mix of entertainment and personal professional services and amenities is what makes the ECMS System a valuable investment for your enterprise. With the ability to offer many diverse service options to your customer in a single system.

By integrating all of your customers activities into a comprehensive application you can effectively grow your business, your customer's confidence and your enterprise through automation



ECMS Timekeeping Interface, any number of screens, any number of units, robust rating and billing with simple key access to control and billing functions.

with the intention of spouting new and more robust service locations.

Allowing your customer to move freely within your one or many establishments ensures that the customer is on the channel you have programmed for them.

With management control and freedom as a central design time goal, owners and their team of managers can rest easy in the knowledge that their plan for the business will be adhered to by staff.

With features that support the low and high end user, such as stop-after for children entering an entertainment facility with a limited budget where they can request that the establishment turn off the lights or equipment after a certain amount of money has been spent

Memberships and membership loyalty features one would expect of a higher end establishment such as a spa or beauty/wellness establishment, our ECMS System is poised to take on your new entertainment or personal professional services establishment business challenges.

## **A feature rich system for a turn key operation with the ability to control power and access.**

The ECMS System supports control of equipment and amenities through the integration of computer controlled power and lighting which allows for the use of the facility to be controlled

by a computer interface that is integrated with the billing and charge to the consumer. This

ensures that the customer is charged for their use, can visually confirm this and also provides management with the peace of mind required for any business where owner and management presence would otherwise be required on a full time basis.

ECMS achieves this with support for three control technologies based on customer requirements and/or the dynamics of the entertainment facility which is very important for pre-existing facilities with an established infrastructure where changes would prove cost prohibitive.

Programmable Logic Controllers such as the IDEC PLC or MITSUBISHI PLC are supported by the ECMS System where the power is directly wired to the device and a single unpowered communications cable is connected to the ECMS Computer Terminal which tells the PLC what to do.

The IDEC PLC was supported for reduced cost environments where the requirement was under 50 units with normal power consumption rates. The MITSUBISHI PLC was supported for environments that exceeded that specification and cost was less significant an issue due to the size of the establishment or the types of equipment and amenities supported.

# Of Operations

For pre-existing environment where wiring would not be a cost effective solution for implementation of the ECMS system or power and lighting control, the X10 Powerhouse technology was supported. This technology provides to communication of on/off controls over the power line. Each module is keyed with a letter/number combination and associated with the rental device or amenity and subsequently is controlled by a communications X10 Module that is attached to the ECMS Computer Terminal.

Effectively providing for inventory control of the service offerings that are not inventory centric is the concept behind the integration of power control and the ECMS System. Although not a revolutionary idea, the concept works well in business models that require a level of oversight that would otherwise require monitoring or the presence of management and ownership.

## Large Scale Experience

**+50 implementations**  
**+50 assets managed**

Having implemented projects that exceeded 50 units and power requirements above standard specifications, the ECMS System has proven to be reliable, stable and easy to implement and use in such high demand and round the clock establishments.

Controlling the facility provides for control of the business, an environmentally sound and good management business practice all the way around.

The ECMS System has been a reliable and friendly solution to our customers, with a minimal support requirement and a simple to use keystroke based interface the system provides a fast implementation to the all to complicated management of pay per use and entertainment centric environments.

## Highlights

- Unlimited number of facility rental and charge for use amenities/units and classifications
- Power and Lighting controls provided for wired and non-wired pre-existing construction for environmentally sound and a peace mind environment for management and staff.
- Management presets and schedules established without operator intervention
- Ease and simplicity of use
- Support for sundry sales, food and beverage establishments
- Unlimited transactions and transaction history support
- Customer Management and Membership Loyalty Management
- Account Creation and Management for house accounts, corporate accounts, promotional accounts
- Robust and Extensible Promotions Management, Discount time, amount, percentage and more.
- Support for IBM Retail Hardened Register Equipment
- Support for generic PC receipt and touch pad equipment
- Multi-user and Server Support for large multi-checkout establishments

**We engineered the system to respond to power and service outages.**



## Lighting Control Options

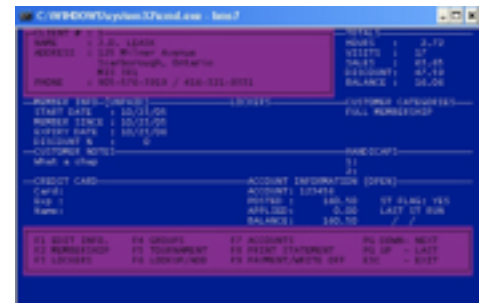
IDEC PLS, MITSUBISHI PLC, X10 POWERHOUSE,

For new and pre-existing establishments.



## ECMS Rental Interface

Any number of units supported in your choice of layout, classification, number of screens with rating based on time, time of day, usage parties, control for power and lighting with detailed billing and customer management in a simple to use keystroke environment. Start with the unit number. TAB to the Restaurant Interface



## Lighting Control Options

Any number of customer's managed in a loyalty tracking environment that is integrated with the rental, restaurant and bar service interfaces, discount and promotions and record keeping of the ECMS System.



# Of Workflow

- Print to screen or paper for all output items
- Force print and optional print receipts
- Menu printing options for kitchen and bar printers
- Multiple Location support
- Cash, Till, Employee management and verification
- Customer movement from place to place is supported through unit transfer and recorded on the customer billing in detail.
- Scheduled rate changes, number of user rate changes are supported and detailed on the customer billing in detail.
- System is completely time dependent. System failure, power failure or other interruptions of a non-serious nature are transparent to the system. Once re-established the system continues as if nothing transpired at all.
- Customer Membership and Loyalty Cards are supported.
- Employee Swipe Cards and/or Password Access is supported.
- Summary Reporting and Date Range Reporting is provided.
- Employee punch in and punch out.
- Tournament Booking
- Locker or other long term rental or storage support is provided through customer management with unit lookup.
- Quick Key Sales and Long Key Sales for flexible customer service requirements.
- Full System Backup to external or internal storage device with compression is supported within the system.
- System Reset for Sales History Clearing is supported as required by management.
- Que Management for customers waiting on units is supported by unit classification ensuring a first come first serve environment for busy and popular establishments.
- Reliability of a solution used by our customers for over a decade.
- Cost effective and quick to pay for itself.
- Install and setup the application yourself.

## Retail Equipment Support

In addition to support for PC based Retail Equipment and Printing Support we added IBM Support.

We made the ECMS System compatible with IBM Retail Hardened Register equipment for customers requiring a demand ready and integrated equipment and support solution.

### Self Managed and User Installable

The ECMS System is 100% usable right out of the box or envelope. Install and setup the system yourself for single site establishments or your first location.

### Multi-Location Chain Based Support

The ECMS System is capable of managing multiple locations through head office integration of data transactions. A head office system is required in order to complete the solution. We recommend the Art of Commerce™ Platform from CapeTown Computing for this purpose.

### Multi-User Support

The ECMS System is capable of managing multiple terminals, a server based solution, with multiple users per terminal in either a password free, password enabled or swipe card enabled environment at proprietor and management discretion. The system is ready for your management style.

### Support

By registering your ECMS product and your business enterprise on our web presence you will have access to our case management system, the Imageion™ Web and Workflow system is used here to provide you with access to our services and workflow. Simply register, sign on and submit your case to the system, your place in our service workflow will be kept and we will book any answers or updates you may required right to your case, making you a part of our system and workflow.



### IBM Retail Register SurePOS 500

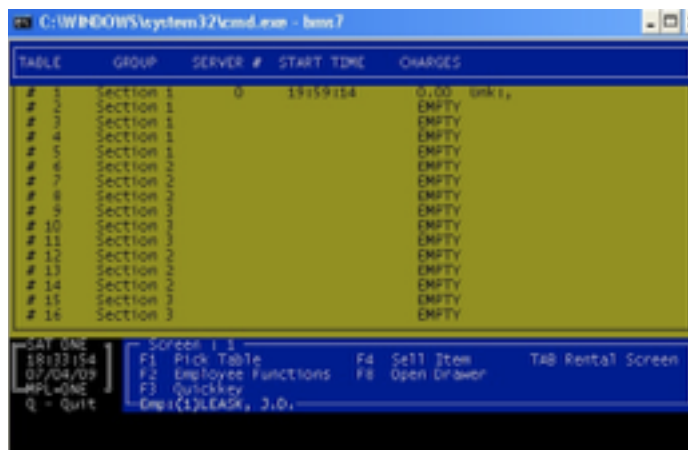
Beginning with the SureOne product and now the 500 Series products including the touch screen product. The platform is stable, durable and long lasting with both touch and non-touch screen interfaces available. We made sure the ECMS system was compatible with the platform for the discerning and demanding customer environment

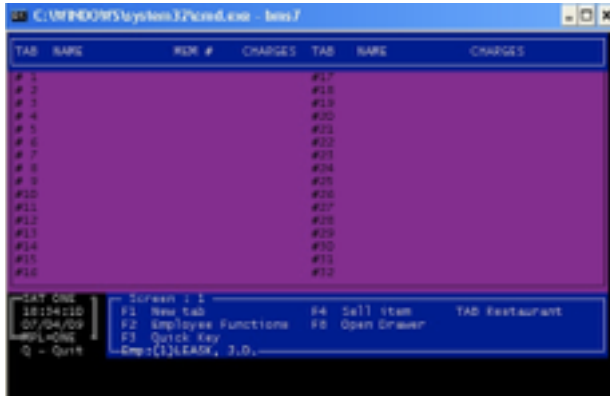
### IBM Retail Printing and Cash Management

With printing features and cash drawer mounting, size and security options that will match your management design and style we think IBM has a wide range of retail oriented options and accessories for your enterprise as well as a global on call support option that gives you the ability to grow your business concept.

### ECMS Restaurant Interface

Any number of units supported in your choice of layout, classification, number of screens with detailed billing and customer management in a simple to use keystroke. Start with the unit number. TAB to the Bar Interface.





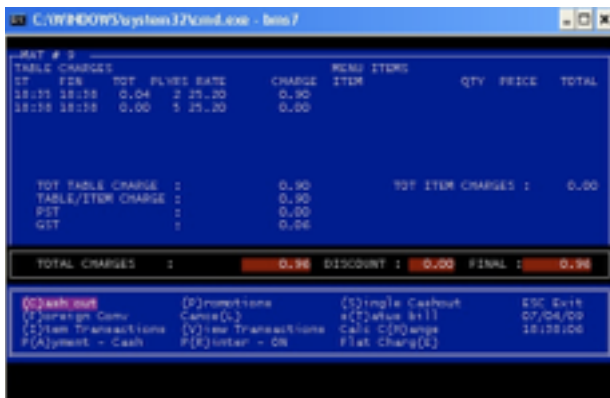
### ECMS BAR INTERFACE

Any number of units supported in your choice of layout, classification, number of screens with detailed billing and customer management in a simple to use keystroke. Start with the unit number. TAB to the Rental Interface.



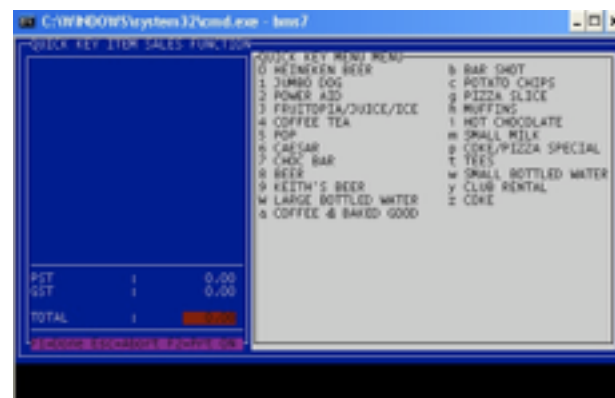
### ECMS EMPLOYEE FUNCTIONS

Punch in and punch out, till management and more based upon management acceptance policies for the employee in the setup of the system.



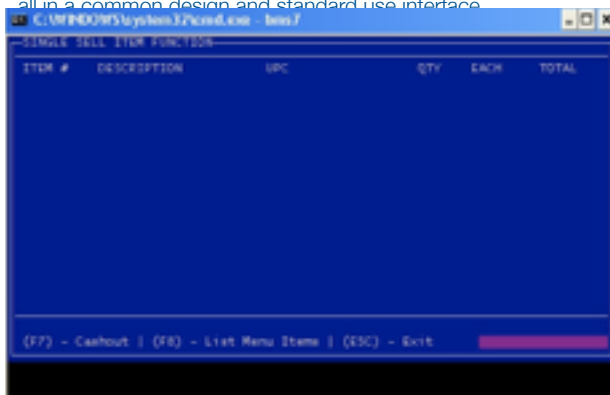
### ECMS COMMON CASH OUT

Irrespective of where the customer or the employee is in the system or facility the cash out function is exactly the same and accounts for all in a common design and standard use interface.



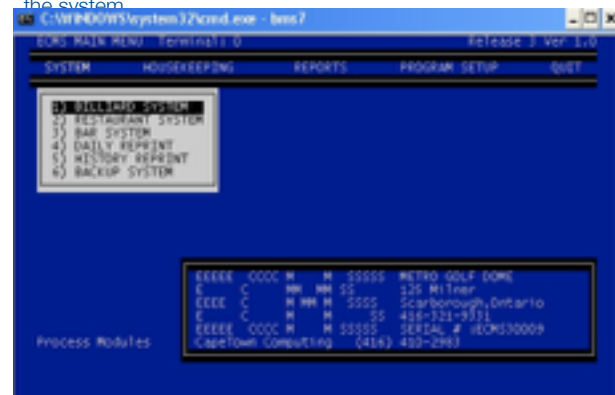
### ECMS QUICKKEY SALES

Punch in and punch out, till management and more based upon management acceptance policies for the employee in the setup of the system.



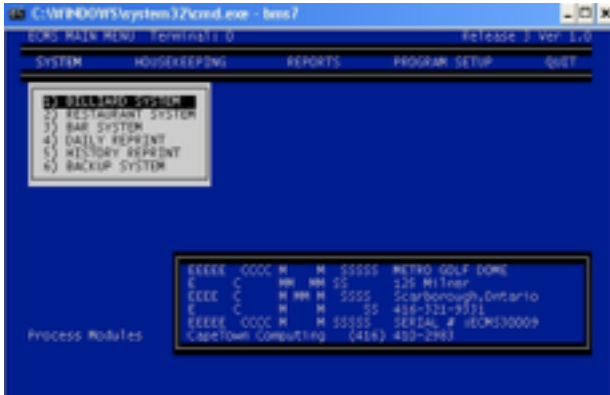
### ECMS SELL ITEM INTERFACE

For more complicated inventory, barcode scan and sundry sales use the SellItem interface. It's not as fast as QuickKey but necessary for large and dynamic inventory environments.



### ECMS SYSTEM MENU

Access the Rental, Restaurant, Bar, Daily Reprint, History Reprint and Backup Interfaces



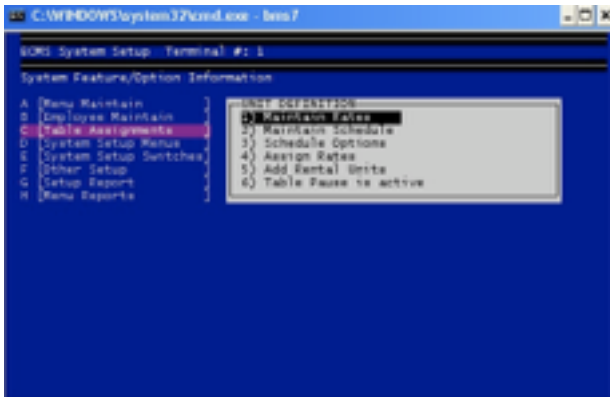
### ECMS HOUSEKEEPING MENU

Access the Customer Maintenance, Tournament, Receive Inventory, Summary Report, Run Account Statements, Account Summary, Purge Paid Account Details



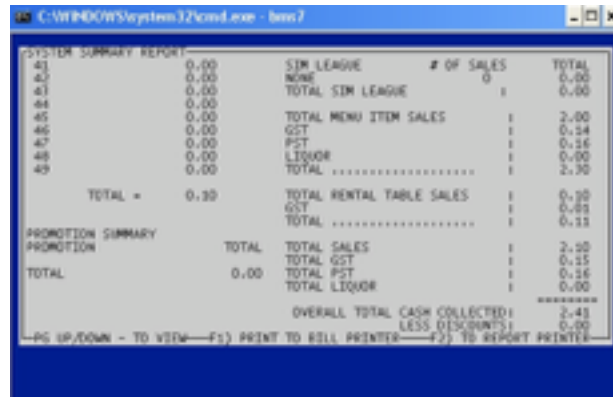
### ECMS REPORTS MENU

Access the Summary and Detail Transaction Reports, Employee Time Reports, Inventory Reports, Sales Cancellation Reports, Promotions Activity Reports, Cash and Expense Posting Reports, Create and Print Customer and Membership Mailings and print Receipt Audit Lists for Inventory Receipts



### ECMS PROGRAM SETUP

Access Menu Maintenance, Rental Unit and Rental Unit Rate Setup, Employee Definition, System and System Device Setup and controls, System Options, a Setup Report and a Menu Report for management control of the system under a management security password.



### ECMS SUMMARY REPORTING AND PRINTING

Access the Summary and Detail Transaction Reports, Employee Time Reports, Inventory Reports, Sales Cancellation Reports, Promotions Activity Reports, Cash and Expense Posting Reports, Create and Print Customer and Membership Mailings and print Receipt Audit Lists for Inventory Receipts



### ECMS RECEIPT REPORTING AND PRINTING

Receipt history is available at the touch of a key, either for the business of the day or for days past. Receipts can be forced to print as a system option as will kitchen and bar printing or printed as required. The environment is cost effective to care about but in the case of food and beverage preparation it is a present day must.