



A faster service



Sports, Catering



Summary

Problem

Thousands of paper-based food vouchers for staff used at tills caused slow service and almost impossible accounting.

Solution

IBM SureOne 4614 POS terminals able to scan staff passes, recording the food allowance and purchase value automatically.

Benefits

Faster food serving without the paper vouchers, immediate records of food purchases, complete accounting reports.

Business sector

Sports, catering

Location

United Kingdom

Hardware

IBM SureOne 4614 terminals with barcode scanners, with direct connection to the business accreditation system

Software

Uniware retail solutions for IBM

The All England Lawn Tennis and Croquet Club, where The Championships, 'Wimbledon,' are held each year, has made dramatic improvements to its staff catering with the IBM SureOne* POS system, and with services from Uniware Systems.

The Club's IT Director, Jeff Lucas, explains the problem, concentrated into the three weeks of Wimbledon: "For the hundreds of people we hire every day for The Championships, the Club used to issue paper vouchers for food, redeemed at the catering outlets.

"The old vouchers were slow to use but I think we managed to keep the queues down. However, each voucher could only be used on any one day, generating a massive reconciliation task at the end of The Championships.

"With a fully automated system based on barcodes, integrated with our accreditation passes, the SureOne system has reduced the queues and solved the reconciliation process. What had taken a full week's work is now just an automatic report."

First service

During The Championships, there is intense pressure on time because of the tight match schedules, so staff breaks are often short. Once a ball-girl has left the courts and walked to a catering point, she might have just 20 minutes to select, pay for food and eat.

The food is provided by outside caterers, who, at the end of The Championships, would total the thousands of meals paid for with Club vouchers and match them to the vouchers issued. The Club would review the claim, laboriously reconcile it and pay the caterer.

With a minimum voucher of 50p, selecting the best voucher combination to pay for a meal was a slow process.

"The new system has removed all of these problems at a stroke," says Jeff Lucas.

"All staff have a barcode on their accreditation cards. Programmed into the system is the daily food credit for that person. They select their food, the caterer rings it up on the till and then reads the barcode. If the cost is more than the

“By implementing the SureOne solution, The Championships now run that little bit more smoothly.”

Says Jeff Lucas, club's IT Director

amount left for that day, users can pay the excess. The meal cost is matched to the person and stored on the system, a fast and accurate process.

"At the end of The Championships, the caterers run a report and, effectively, the reconciliation is done. It's that simple."

Advantage SureOne

As the official technology supplier to The Championships, IBM recommended the SureOne solution. After an extensive search process, Uniware Systems, an IBM Business Partner, was selected to provide a complete POS solution.

"The SureOne product running the Uniware Systems solution met all of the criteria we wanted. Uniware Systems was responsible for every aspect of the implementation, including the interfaces with our central accreditation systems. Uniware Systems trained the catering company - which of course uses

temporary staff every year, and the system is particularly easy to use, which is important," says Jeff Lucas.

The new system has 14 SureOne POS terminals, spread across the grounds. Staff can use any of these points to pay using their accreditation barcode.

"The whole thing has been running since 1998, and now we really don't have to worry about it. Frankly, the caterers liaise with Uniware Systems systems, and the Club is hardly involved at all. It's terrific!" remarks Jeff Lucas.

Game, set and match

The benefits from the SureOne POS implementation spring from its complete integration with the Club's systems.

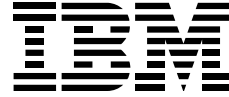
While the reduction in the reconciliation is a direct, measurable benefit, the intangible but essential benefit has been the reduction in time spent dealing with the food vouchers.

"It is so easy and simple now. We know exactly who has taken their meals and when. This helps us with planning breaks. We even know what they have eaten, which helps the caterers, too.

"For the Club, we use this system for the three Championship weeks a year, so the cost can be amortised over a long period as we expect to be using it for years to come. As well as the measurable cost/benefit, one key objective is to run The Championships in the best manner possible: and since time pressure is one of the features of the event, and the time saved for everyone is invaluable."

Jeff Lucas concludes, "By implementing the SureOne solution, The Championships now run that little bit more smoothly."





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