



Nottingham Hospitality Case Study

Counter Solutions and Nottingham Hospitality's Partnership goes back to 1993 when the first version of Counter Solutions Hospitality Epos was introduced across the campus. Since then both have expanded dramatically.



Nottingham Hospitality caters for around 30,000 staff and students across multiple sites on and off the University campus. The requirement for timely management information is essential for the department to operate effectively. The suite of Counter Solutions software applications including *OutletWise* and *CardWise*, coupled with the networked PC workstations and EPoS terminals provide the catering department with the flexibility and speed to maintain product and price information. This means decisions can be made in light of accurate sales data available by individual sales location or grouped together to provide a campus wide snapshot.

Upgrade 2005

Nottingham Hospitality recently upgraded the whole system in the autumn of 2005 to include the CS500 EPoS terminal, manufactured by Counter Solutions, the CS500 includes touch screen, customer display and integrated smartcard reader uniquely packaged in a small footprint, ideal for hospitality environments. Russ Allen, General Manager comments " *we were pleased how easily the upgrade was implemented by Counter Solutions, the CS500 has responded well to our demands and future proofs any potential Cashless requirements we may want to move to* " He adds " *On the advice of consultants The Russell Partnership we will be looking to optimise the system to include Counter Solutions stock module and StockWise at the earliest opportunity*"



The Jubilee Campus provides accommodation for approx 600 students who as part of the residential package had a daily allowance to cover breakfast, lunch and evening meals. Nottingham Hospitality have employed the *CardWise* cashless system to control the allocation of meal allowances.

General

Russ Allen explains " *Our long term relationship with Counter Solutions has been a good one. We have seen many versions of their solution and have always received good all-round support of the product. It is also reassuring to hear their praises from The Russell Partnership, our retained consultants.* "

Key Features of the Nottingham University System:



- Networked CS500 EPoS Terminals
- Central EPoS Maintenance and Reporting
- Student Meal Allowance Smart Card
- Multi-User Cashless Management System
- Multiple price band operation
- On-Line Support
- Restaurant, Fast Food, Café & Bar Operation