



In February 1998 Keele University Hospitality Services embarked upon the implementation of their third generation electronic purse student card. With 10,000 staff and students catered for on Campus, the experience that Keele University had gained with card systems over the previous six years was put to good use when choosing their new card technology and supplier. In choosing Counter Solutions as the supplier of the new hospitality EPoS, stock control and card system Keele University's Philip Butters states:

"Their experience and ongoing commitment to the hospitality market in general and Universities in particular gave us the confidence to go ahead with Counter Solutions. This was particularly important as our plans for the future include expanding our IT systems to account for the changes in our patterns of business. The partnership approach of Counter Solutions to developing their products is what we were looking for when we chose our IT hospitality solutions partner."



Keele University Hospitality has a diverse operation with coffee shop, bars, retail shop, restaurant and even hotel and conference facilities. The new system needed to be able to cope with a multitude of different types of user, with up to four different prices charged according to the type of cardholder and location where used. Key to implementing the new system was also providing a means to allow parents to pay a monthly amount into a student account for loading onto the student card, this is done via an ATM terminal in the campus shop.

The competitive nature of the business now dictates that the need for more management information is even more important. Keele University chose to implement an integrated EPoS management and stock control system, which gives instant trading and consumption results through the back office. The final part of the jigsaw was to interface to the University ACCPAC accounts system, this passes the invoice and supplier details directly from Stockwise to the account's package.

Key Features of the Keele University System:

- Networked Touchscreen EPoS Terminals
- Central EPoS Maintenance and Reporting
- Contactless Multi-Application SmartCard's
- Photo ID and Security Access
- Multi-User Stock Management System
- Card Loading via Direct Debit
- Multiple price band operation
- Coin & Note loading
- Retail bar code scanning
- On-Line Support

