



In November 2000 London Clubs made the decision to install a range of Counter Solutions products into their 8 London & Provincial sites to assist in the control of the food and liquor operations. Previously CS had provided LCI with an Electronic Point of Sale system working with membrane technology since early 1993.

This time around they were chosen to provide a fully networked touch screen EPoS solution using IBM hardware (over LCI's 256kb megastream network) interfacing with the following; a) LCI Accounts system for purchasing and sales information, b) LCI Membership / Photo ID system for customer recognition and sales history data and c) the integrated StockWise multi user stock control system.

During the first phase of the project the CS development team headed by Chris Garman worked closely with LCI's Andrew Chell and Charles Rayer, the LCI Accounts team and the providers of the membership system to establish the technical specifications and agreed project timescales.

The first site, The Rendezvous Casino in London, went live during February 2001 with Touch Screen EPoS with thermal receipt printers centrally maintained via OutletWise. Each sales terminal had the on line interface to the membership system providing a gallery of members searched alphabetically. Transactions are then stored with the membership ID assigned and forwarded to the LCI Membership software package as an automated overnight scheduled task.

During the remainder of 2001 and early 2002 the other sites, namely The Rendezvous at Southend, The Palm Beach (London), The Sportsman (London), The Rendezvous (Brighton), Les Ambassadeurs (London), St James (London) and The Golden Nugget (London) were installed. In addition the central stock management system, which is based at the company's White City location, now monitors the costs of purchases and values the stock by location. The installation team for the first 4 sites was led by CS then Andrew Chell managed the remainder of the implementation with go live assistance from CS. Andrew comments "The systems have gone in smoothly with everyone working together and solving problems as they arose. The ability to make changes quickly and effectively via OutletWise and the option to provide photos of our members within the Casino has provided real improvements within our Food & Liquor operations. We are looking to work closely with Counter Solutions on a number of projects during 2002 to reflect the way our business is changing"

The system now provides LCI with the latest touch screen EPoS technology with kitchen and receipt printing to support the table based and bar operation, all being maintained by the OutletWise back office software which operates on Windows NT Server © with an embedded SQL Server database. This provided the opportunity for central control of products and prices for all sites. In addition all the transaction audit, sales analysis data and gross profit reports are now consolidated using the browser features within both StockWise and OutletWise software applications.

Key Features

- Central EPoS & Stock Systems Maintenance for all sites
- Restaurant / Bar Operation
- Networked IBM Colour Touch Screen EPoS Terminals
- Touch Wise EPoS Software with LCI Membership Photo recognition
- Integrated sales history with LCI Membership
- Back Office Software operating under Windows NT with SQL database
- OutletWise EPoS & StockWise Reporting
- 365 days per year System Support & Remote Diagnostics

