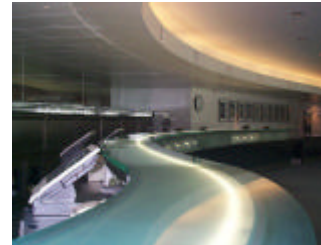




In December 1999 the Royal Opera House, located in London's Covent Garden, opened after a major re-development program lasting several years. New bars, restaurants and shops were part of the upgraded facilities.

During the previous 6 months IT staff and business consultants searched for the right control solution and had looked at a variety of potential solution providers. The key areas of requirement focused initially on the speed of service at the point of sale due to restricted time periods for interval sales, then the track record of a "proven" hospitality hardware and software solution, the need to authorise on-line credit card payments, the overall durability of the solution and the belief that the remote diagnostics and on-site services could provide the required level of system support.

Counter Solutions were selected to provide the Hospitality System after site visits to diverse operations including The Chewton Glen Hotel, Fortnum & Masons Restaurants and the National Westminster Bank HQ in London. During these visits the ROH staff experienced at first hand all the individual system components they would need to be in place for the Royal opening. These included touch screen EPoS sales management, automatic down-dating of sales data against stock items, the use of bar code scanning for shop items and the extensive range of back office management reporting including stock history and gross profit analysis.

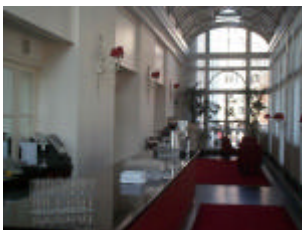


In excess of 30 networked IBM 4695 touch screen EPoS terminals with full kitchen and receipt printing options now enable all the food and drink orders to be handled quickly and efficiently throughout the Amphitheatre Bar, Café, Floral Hall Balconies & Bars, Studio Bar, Supper Rooms, Champagne Bar, and the Staff & Artists Restaurant and Lobby. In addition the ground floor Gift & Souvenir Shop has a wide range of music, videos, literature etc all being sold via bar code readers producing daily operating reports.

Prior to the go-live Counter Solutions installed the IBM touch screen EPoS hardware, which communicate over the network to a dedicated NT Server operating the OutletWise EPoS Management & Reporting software and the StockWise inventory and recipe costing software. The sales database was designed and built as part of the implementation process and enabled the Royal Opera House staff to be trained with all the new products and prices already in the system prior to the opening night

During a production, in excess of 2,000 people can be served from an extensive food and drink menu with both bar and table based service available. Throughout the week the Floral Hall Café Bar changes its style of operation in line with the current production schedules and private function requirements.

Chris Bunce, Technical Support Manager, commented " Counter Solutions were very professional during the entire implementation process and have continued to work closely with everyone at The Royal Opera House with excellent after sales service"



Key Features

- Restaurant / Bar Operation
- Networked Colour Touch Screen EPoS Terminals
- On Line Credit Card Authorisation
- Software operating under Windows NT with SQL database
- Central EPoS & Stock Maintenance & Reporting
- 365 days per year System Support & Remote Diagnostics