



Venue Management Systems

# What we do

VMS is a software and hardware system to suit the complete management needs of any venue that sells tickets, takes bookings, sells merchandise or runs a membership scheme.

This can include football clubs, cricket clubs, theatres, music venues, night clubs, conference facilities and more.

As a modular based solution you can pick the functionality your business needs now and add other modules as you grow - with no minimum term contracts.

Increase your revenue and take control of your business with all the functionality you need to run any size venue in a single application.

## Modules

- VMS Ticketing
- VMS Bookings (room, pitch, restaurant bookings etc.)
- VMS Memberships
- VMS Shop – Ecommerce
- VMS EPOS
- VMS CRM (Customer Relationship Management)
- VMS Access Control and Turnstile Monitoring
- VMS Accounting and Direct Debit Handling (Full Accounting Package)
- VMS Reporting (including Directors' Dashboard)
- VMS Mobile App
- VMS Special Events (trials, courses, mascot etc.)
- VMS Sync (sync, backup & fast access)

# Why VMS?

With a growing number of clients on board, we believe the systems we can provide offer unrivalled benefits compared to traditional systems.

Here's why our customers love VMS:

- **Premium product:** VMS can provide an all-in-one solution with every tool you need to run your entire operation at a Premier League level. It's also a fraction of the cost of combining separate applications such as Microsoft Dynamics, SAP or Sage and there's no need for expensive third party software.
- **No minimum contract:** why lock yourself into a long term deal with a partner? Our customers stay with us because our system delivers, not because a contract says they have to.
- **No user charges:** we include 20 'power' users as part of our package. These are staff that will manage and operate VMS within your business whilst additional EPOS and turnstile operators are completely free. None of our customers have paid for additional users yet!
- **Increase revenues:** whether you want to start selling online to your customers for the first time or introduce a faster EPOS system to serve customers quicker. The many tools we can provide will help increase your business revenues and improve operations.
- **GDPR compliant:** With your customers' data held securely in a single place, managing your GDPR data protection requirements also becomes easy, more efficient and less costly.
- **Modular:** want to expand into a new module? Add a new module at a click of a button and away you go. Alternatively if you stop using a module you can simply turn it off to save you money.

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# VMS Ticketing

Our ticketing module allows you to sell tickets for your events to your customers online and at your venue or ticket office.

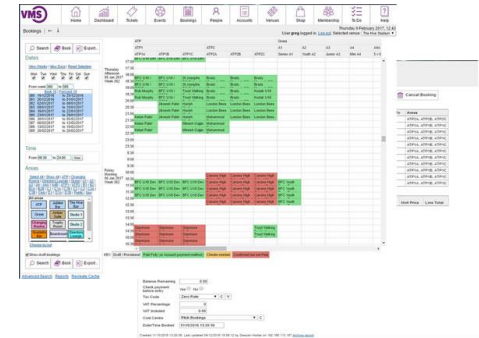
- Sell tickets at your venue and online to help increase tickets sales and increase revenues.
- Fully customisable venue layouts to handle the most complex venue setups. With multiple layouts able to run simultaneously you can also increase the type of events you hold at your venue.
- Paperless SMS and email tickets with a print at home option for customers to save you money in administration, print and postage costs.
- Use existing ticket stock – there's no need for new tickets.



# VMS Bookings

Our bookings module provides comprehensive functionality to allow bookings of venues, function rooms, pitches and more.

- Quick view booking calendar to get a glimpse of your upcoming bookings.
- The reporting suite allows you to maximise bookings by targeting offers at under-utilised areas of the venue.
- Produce all the documents you need such as email confirmations, receipts, invoices and credit notes which are all customisable to save you time.
- Fully customisable venue layouts to handle the most complex venue layouts.
- Set up bulk booking discounts and special offers to calculate prices automatically to make life easier for staff.



# VMS Memberships

Our memberships module enables you to offer your customers a range of schemes with flexible payment options such as monthly Direct Debit payments.

- Flexible payment options for you and your customers to increase membership numbers.
- Produce unique members cards that can be printed in house from scratch or using pre-printed designs.
- Perfect for gyms, sports season tickets, loyalty schemes and more.
- Create a cashless venue where all your customers need is their members card to reduce cash handling expenses and speed up your service..

Membership	Start Date	Expiry Date	Single Payment	Initial Fee	Joining Fee	Price Per Month	Revert To Standard Price On Date	Tickets
BFC West Stand Plan	22/05/2013		No	0.00	30.00	20.00	01/01/1900	4378 8136 16594 18551 2262587 17449 95111 17151 4217768 422688 422606 42445466 445491 445468 445445491 445482 445483 445445516 445517 445518 445
Parking Plan - Matchday	22/05/2013		No	0.00	20.00	10.00	01/01/1900	5014107

# VMS Shop (E-Commerce)

The shop module is designed to provide your business with an e-commerce website without the need to employ a separate web development company.

- Sell your products online directly to your customers all over the world to increase revenue.
- Produce picking and dispatch notes to help staff manage outgoing sales more efficiently.
- Create voucher codes and offers to incentivise customers to spend more with you.
- Management your stock more efficiently with automatic stocks lists and the ability to scan your products in and out of the system.



# VMS EPOS

Our EPOS module allows VMS to operate with touch screen tills to allow rapid sales of goods at places such as bars, coffee shops, restaurants and club shops.

- Turn any location into a sales point with minimal hardware required to start making sales and increasing revenue.
- Customisable till layouts to help staff navigate to the products they need to sell quicker.
- Set up customer tabs as well as taking traditional payments on delivery.
- Have your staff clock in/out on our system to take the stress out of staff administration like timesheets and wage calculations.



# VMS CRM

Our CRM module records every interaction that your customers have with you including ticket purchases, food sales and communications with your venue.

- Create a fully marketable customer database that you can use to upsell your products to.
- Keep a record of every interaction and financial transaction that your customer makes with your business.
- Use our mailshot & SMS system to send GDPR compliant promotional offers.

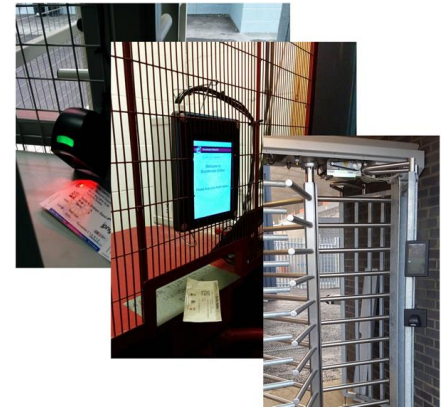


VMS CRM is included free of charge with the purchase of any module.

# VMS Access Control

Our access control module gives you full control and visibility of entry to your venue giving you the necessary security required.

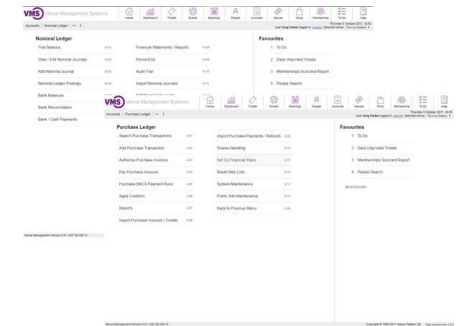
- Allow your customers to scan tickets to gain entry without the need for operators, so reducing staff costs.
- Reduce fraud costs by blocking tickets used more than once, people attempting to gain entry on invalid concessionary tickets, and membership cards misused by friends.
- There's no need for new turnstiles as VMS can fit your existing setup to save you a sizeable outlay.
- Watch live access data across your entire venue to see how many customers have entered at any time and check capacities for safety.



# VMS Accounting

Our accounting module allows you to run your business within a single integrated system without needing a 3rd party accounting package like Sage.

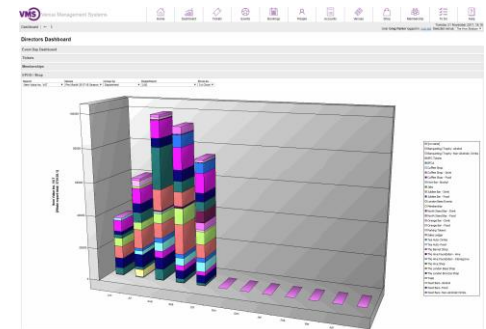
- Raise invoices, credits & refunds to speed up your administration work.
- Reduces the duplication of data, duplication of work and the problems of reconciling between two systems and discrepancies between them.
- Create & manage cost centres to keep track of where your business is saving and spending money to help you analyse your business practises.



# VMS Reporting

Our reporting module is an integral part of the VMS application, giving you the ability to run reports across all modules in one place.

- Find all your reports for every module in one place to give you a one-stop shop for your business information.
- Identify under performing business areas that can become a focus area for improvement in operations or catch missing stock to reduce overheads.
- Export your reports to Microsoft Excel for advanced data analysis or to circulate information to non-VMS users.



# VMS Mobile App

Our mobile app allows your customers to order and pay for food and drink from their phone or tablet for delivery to their seat or a designated collection point.

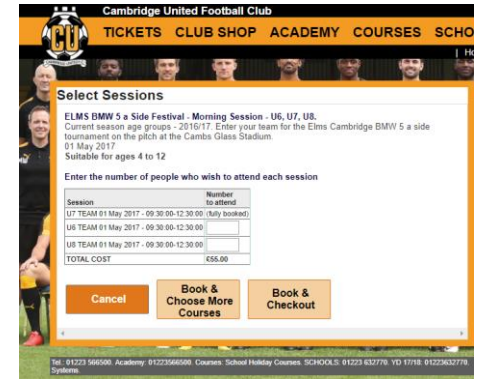
- Open up a new sales channel to increase your revenue by allowing your customers to make a purchase within your venue from their mobile device.
- Have orders sent directly to a kitchen or bar to speed up service.
- The app can be branded in your business colours to increase your brand awareness.
- Available on iOS & Android to ensure as many customers as possible can make the most of it.



# VMS Special Events

Our special events module specialises in allowing you to set up and sell events like training courses, mascot programmes, trials and football tournaments.

- Sell spaces to your events online directly to your customers to reduce your admin and increase revenues.
- Record and store sensitive data within VMS that can only be accessed by the people who need it to ensure you meet GDPR regulations and safeguarding procedures.
- Produce attendee registers and documents to assist with the management of your events.



# VMS Sync

Our server module allows you to have a choice between a cloud based and onsite system or run both simultaneously for extra security and access.

- Securely store and backup your data to ensure nothing is lost whilst also being able to access what you need, when you need it.
- Protect against internet outages and power failures.
- There are a range of options to suit all budgets to ensure all customers are catered for.













A cloud based server is included free of charge with the purchase of any module. Upgrades to in-house resilient servers available at an additional cost.



# Pricing

Venue Management software is modular and can either be supplied for a fixed monthly charge, or a per ticket charge.

## Fixed Monthly

• VMS Ticketing		£350
• VMS Bookings (room, pitch, restaurant bookings etc.)		£175
• VMS Special Events (trials, courses, mascot etc.)		£100
• VMS Ticketing Lite (smaller venues, tournaments etc.)		£30
• VMS Shop - Ecommerce		£100
• VMS Memberships		£175
• *VMS Direct Debit Handling		£75
• VMS Reporting (incl. Directors' Dashboard)		Free
• VMS Access Control - Turnstile Monitoring		£175
• VMS Accounting (Full Accounting Package)		£175
• VMS Sync (sync, backup & fast access)		£120
• VMS CRM (Customer Relationship Manager)		Free

*If all modules above are chosen an overall discounted price of £999 per month is given.*

• VMS EPOS		£150 per month for each block of 6 tills
• VMS Access Control		£50 per month for each block of 6 turnstiles / doors
• VMS Mobile App		£100 per month (Purchase food from your phone)











Above are prices per month for up to 20 users. For additional users add £50 per month for each block of up to 10 additional users. Users are defined as users of the main Venue Management system. Any number of EPOS operators and turnstile operators are free of charge.

\* The Venue Management Direct Debit Handling produces a text file with monthly submissions which must be submitted to your bank using third party bank approved software. If you do not already have BACS facilities we can supply \*BACS IP Web Enterprise, 2 signing users, 1 admin user\* from Fundtech for £800 plus £500 onsite install by Fundtech plus £450 per year software support and maintenance.

All prices are in UK £ and exclude VAT.  
Prices are valid for systems ordered in the month quoted on the price list and are subject to change. Terms and conditions apply.

## Per Ticket

*£1 per event day ticket and £2 per season ticket will include the following modules:*

• VMS Ticketing	
• VMS Special Events (trials, courses, mascot etc.)	
• VMS Ticketing Lite (smaller venues, tournaments etc.)	
• VMS Memberships	
• *VMS Direct Debit Handling	
• VMS Reporting	
• VMS Access Control - Turnstile Monitoring	
• VMS Sync (sync, backup & fast access)	
• VMS CRM (Customer Relationship Manager)	
• VMS Access Control - All Turnstile & Door Entry Systems	

*1% of sales price will include the following modules:*

• VMS EPOS - All EPOS Tills	
• VMS Shop - Ecommerce	
• VMS Bookings (room, pitch, restaurant etc.)	
• VMS App (Purchase food from your phone)	



# Set up and Training

Software installation, configuration and setup is free with no minimum contract length on any of our modules – meaning you can turn them on and off to suit your business needs. We can also provide on-site or remote training for your staff.

## Hardware

Additional hardware may be required although we can integrate with existing hardware too. For new hardware, VMS can purchase with a 10% handling charge but of course you are free to use your own preferred suppliers instead.

Item		Cost
Turnstile scanner	Used by customers to scan tickets to gain entry to your venue or through your turnstile. Includes operator and customer displays, a camera for security photos, 2-d scanner, speakers and control box.	£750 per turnstile
Ticket printers	Quickly print your tickets at your venue to sell or send out to your customers.	£550+
Hand held scanner	Not got space for a turnstile? Use a handheld scanner to scan tickets to allow customers into your venue.	£499
Dedicated in-house server	Host your data within your venue for extra security and resilience against ISP outages.	£6,000
Microsoft SQL licence	A full 2 x dual core licence of a Microsoft SQL Server. Charitable licences may be applicable for registered charities which reduces the SQL Server cost to £660.	£7,500
Turnstile monitor	Monitor up to 120 turnstiles to see live information of where your customers are.	£1,500

## Hardware set up

The site will need to be fully networked to all PCs and turnstiles using Cat5e cabling or above before VMS can be installed.

Item		Cost
Turnstile scanner	The installation of your turnstile scanners to allow customers to scan their tickets	£400 per 3 turnstiles
Turnstile monitor	The installation of your turnstile monitor to allow you to see live data on the capacity of your venue	£400 per 3 turnstiles
User PC's	The setup of your computers at your venue to get you up and running.	Free
Server set up	The set up of your server to host all your data	£1,000

Prices exclude travel expenses and accommodation if required. All prices exclude VAT and are subject to change.

Get a quote today at...  
[www.venuemanagement.systems](http://www.venuemanagement.systems)

Or give us a call on...  
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