

Case Study - Towcester Racecourse

Fidelity's G-POS touchscreen software and Total Control manages all hospitality operations

Towcester Racecourse hosts seventeen National Hunt race meetings each year, which run from October to May. The racecourse also offers first class business facilities, and caters for a variety of events such as conferences, exhibitions, and weddings.

Following the site refurbishment and with only days to go until the start of the hectic race season Towcester Racecourse made the bold decision to commission a comprehensive new EPoS System. With these demanding conditions at play they turned to Fidelity. With one week from sign off to operation, in three bars, two dining suites, three marquees and ten private boxes it was a tall order, one that was met and then built on as further phases of the project came into place.



There were 16 machines installed for the opening race meet and as there was no existing network they had to operate independently. To allow for a smooth integration later on they were designed to operate for all the different locations on site.

After the opening meet, wired and wireless bridge networking was installed by Fidelity to link the four buildings over three storeys of the race stands and offices into a secure network. Designed as an extension to the existing office network from the main Racecourse Office this allows the central storage of stock and sales data on the Racecourse Server. Letting the managers of the catering contractor and Towcester Racecourse have independently logged and controlled access to sales, stock and clerk data at the same time from offices across the site.



Comprehensive training of bar staff, supervisors and managers has given them the ability to use the GPOS touch screen tills and Total Control stock management to run a fast and efficient operation. This was further extended with the addition of four remote Orderman pads in the Empress Suite, the 300 cover dining area. These link wirelessly into the GPOS Tills allowing orders to go directly to the relevant printer and considerably speed service. Fidelity continues to work with Towcester Racecourse to help them deliver first class service.

As all software supplied by Fidelity is written in house, we had the capability to give our client exactly what they required. Most off the shelf EPoS software will only give around 80% of the functionality a customer requires – with the Fidelity solution this rises to 100%.

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