

Case Study – SuperYacht Services

SuperYacht Marina in Seychelles choose CounterPoint to run their VIP Lounge



So you fly into the Seychelles to join your million(s) pound super yacht, berthed at SuperYacht Services new dedicated Marina facility in Mahé. While your bags are being set aboard, what do you do? You go to the VIP lounge on the dockside.

It was to provide tilling services for the new VIP lounge that SuperYacht Services contacted Kudos. As part of a group using Access Accounting they needed a system that interfaced with Access Dimensions, but they needed a configurable solution and one supported with retail expertise.

They chose retail specialist Kudos Software's CounterPoint product. Specially designed to run a real time interface with Access, CounterPoint handles the sales of products on the Access stock records, allowing charging to cash, 'tab' or account. Better still, Kudos was a "one stop shop", able to source a suitable terminal for their interior designed lounge area and to provide training and configuration expertise.

The equipment was shipped preloaded, and Kudos' Tom Hole followed to optimise the configuration. He trained a team of 7 including Guybert, Head of Accounts Department, Sylvie who runs the office and bar, and Dominique in IT. Some of the training was on site, some at the head office.

The bar mainly sells drinks and some food. Their major requirements were that the system had to integrate into Access Dimensions and they also wanted the touch screen interface. They had the usual bar setup where tables would open tabs and settle them when they left. The slight difference was that customers may have an account on Kudos (and in Access) as their yacht was berthed in the marina, and therefore they would want to put the tab onto their account and be invoiced fully at the end of their stay.



SuperYacht Services added the stock module to Access so that Tom could enter stock on Dimensions which then synchronised with CounterPoint. He was also able to setup stock quantities, enabling full stock control all of the drinks, and setup users' Dallas Keys to control access and to allow rapid processing of many overlapping transactions. He also set up the currency requirements for this very international operation.

A busy few days left little time to enjoy the Islands – and with temperatures of 30 degrees in high humidity, working in air conditioning was a plus. But Tom came home satisfied that he had set up a super solution for the SuperYacht crowd!

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