

# CASE STUDY



## FuseMetrix for Gambado

Children's Play & Family Entertainment Centre's

**Indoor Play Centre and Kids Party Venue**  
**Gambado chose FuseMetrix complete Business Management System to meet customer needs for a website with an integrated online Booking System.**

Gambado were looking to transition from their previous system to a single platform solution that could keep up with customer and business developments.

*"Moving system was a big decision and overall FuseMetrix made the whole process very smooth. The manner of the whole team, in getting a resolution, was appreciated".*

Gambado's online booking facilities enable customers to:

- Manage parties & book play sessions
- Buy membership packages
- Access other retail options

*"The team were very good helping our system go live. Overall we were pleased, especially with the training and the quick responses via a WhatsApp group" Said Iain Westwater, Managing Director at Gambado.*

FuseMetrix will continue to adapt Gambado's system as their business evolves, especially as they look to reopen post Covid-19. An additional feature will be the F&B Hub, to enable customers to order food and drink through the Booking System.

As the volume of party bookings have increased since going online, Gambado feels this is the ideal opportunity to add this feature, especially from a hygiene point of view, as it helps to minimise human to human contact and reduce cash handling.

*"The real value has been in how the process works. We have received more online bookings and the Gambado staff do not need to take the bookings manually."*