

CASE STUDY



FuseMetrix for Safari Play MK.

Children's Play & Family Entertainment Centre's

Family Entertainment Centre, Safari Play MK upgraded their previous software to FuseMetrix, so they could have better reporting facilities and a long-term partnership with an IT company that could grow with their business.

Safari MK were in need of a system that included accurate financial reports and day-to-day ticket sales on a daily basis. FuseMetrix reporting capabilities did just that, as well as several other benefits to streamline their business operations, all on one system.

"The FuseMetrix team gave me reassurance and Matthew the CEO is never too distant which is rare in IT Companies."

The functionality requirements include:

- Financial Reports
- Booking System & ePos
- F&B Hub
- Customer Check-in screens

The results:

- An upgraded Modernised System
- Efficient Reports Daily
- Enhanced Business Operations Post Covid-19

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"We have saved a lot of man hours thanks to FuseMetrix reporting facility. All of our customer information is populated into an Excel spreadsheet and automated into a daily report. It's very useful for group bookings, as our staff can simply pull up a function sheet. The less manual input we have, the less errors!" Said Gordon Forster, Managing Director of Safari Play

FuseMetrix F&B Hub and integrated ePos has prepared Safari MK with post Covid-19 support, by allowing customers to order & pay for food and drinks direct from their mobile phones, tablets or kiosks around the building. The system offers the ability to run table service or order number 'ready for collection' on TV Screens, minimising human contact as much as possible. Employees can spend less time taking orders and spend more time preparing orders. Introducing FuseMetrix automation into the kitchen will help the restaurant operate in a well-organised way.

"We are really pleased with the relationship we have with FuseMetrix and appreciate their continuous improvements, like F&B Hub - which is exciting!"