

Club Management Software Vendor Survey



BILL BOOTHE

Today, *Technical Perspectives* presents survey results from 10 club management software vendors. The data on software, staffing and customers was gathered from the companies in late May and offers a handy tool for use by your clubs in comparing the offerings from each company. The club management software vendors below participated.

If your club is considering new club management software, we encourage you to review the survey data provided as a first step in your evaluation due diligence. **BR**

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Buz Software
www.buzsoftware.com



IBS
www.goibs.com



ResortSuite
www.resortsuite.com



ClubSoft
www.clubsoftnorthamerica.com



Jonas Software
www.jonassoftware.com



TAI
www.taiconsulting.com



clubsystems group
www.clubsys.com



Northstar Technologies
www.globalnorthstar.com



ClubTec
www.clubtec.com



PCS Group
www.pcsgrp.com



	Buz	ClubSoft	CSG	ClubTec	IBS	Jonas	Northstar	PCS	ResortSuite	TAI
Module/Application										
Business Intelligence/Ad Hoc Reporting	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Membership	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Member Billing & Accounts Receivable	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Member Website	Y	Y	Y	Y	Y	Y	Y	Y	Y	I
Mobilized Member Website	Y	Y	Y	Y	Y	Y	Y	Y&I	Y	I
eCommunications (Blast eMail)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Gift Cards and Certificates	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Food & Beverage POS	Y	Y	Y	Y	Y	Y&I	Y	Y	Y	I
Member Events Reservations	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Banquets & Catering Management	I	I	Y	Y	Y	Y	Y	Y	Y	Y
F&B Purchasing	N	Y&I	I	Y	I	Y&I	Y	Y	Y	N
F&B Inventory	N	Y&I	I	Y	Y	Y&I	Y	Y	Y	N
F&B Menu Recipes	N	I	N	N	Y	Y&I	Y	Y	Y	N
Dining Reservations	I	Y	Y	Y	Y	Y	Y&I	Y	Y	Y
Retail POS	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Retail Purchasing	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Retail Inventory	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Golf Tee Time Reservations	Y	Y	Y	Y	Y	Y	Y&I	Y	Y	Y
Tennis Court Reservations	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
Spa Reservations & Management	N	Y	Y	Y	Y	Y	Y	Y	Y	I
Fitness/Pool Check-In	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
General Ledger & Financial Reporting	Y	Y	Y	Y	Y	Y	Y	Y	I	Y
Accounts Payable	Y	Y	Y	Y	Y	Y	Y	Y	I	Y
Hotel PMS Management	N	Y	N	Y&I	I	Y&I	Y	N	Y	Y
Time Clock/Timekeeping	Y	Y	Y	Y	I	Y&I	Y	N	Y	Y

Y = available from vendor; I = interface to 3rd party; N = not available

Full-Time Staff Dedicated to This Software Suite										
>> Full-Time Programmers/Designers	3	8	6	2	15	37	65	4	8	3
>> Full-Time Trainers	3	3	4	3	8	29	8	5	6	3
>> Full-Time Customer Support Technicians	2	11	18	12	26	54	16	5	6	10
>> Full-Time Project Managers	1	2	1	2	3	Incl	5	2	6	1

Installations										
Full-Suite Private Club Installations as of 5-1-14	40	400	N/A	N/A	389	N/A	320	51	N/A	230
Private Club Website Installations as of 5-1-14	105	300	N/A	N/A	34	N/A	115	3	N/A	0
N/A = Data not available from the vendor.										
Incl = Included with other staff.										

Interfaces to 3rd Party Systems										
Buz: Banquets = Event Pro; Dining = ClubDining.com.										
ClubSoft: Banquets = ReServe Interactive; F&B Purchasing, Inventory & Menus = ChefTec & FoodTrak.										
CSG: F&B Purchasing & Inventory = ClearSky.										
ClubTec: Hotel = Guest Tracker.										
IBS: F&B Purchasing = ChefTec, ClearSky, FoodTrak; Hotel = any using MICROS protocol; Time Clock = ADP, CertiPay, Time Clock Plus.										
Jonas: F&B POS = Aloha, MICROS; F&B Purchasing, Inventory & Recipes = ChefTec, ClearSky, FoodTrak; Hotel = HIS, Opera/Fidelio, RDP; Time Clock = ADP, CertiPay, ClubPay.										
Northstar: Dining = ClubDining.com; Tee Times = ForeTees.										
PCS: Website = Clubessential, MembersFirst.										
ResortSuite: G/L and A/P = any major accounting system.										
TAI: Website = Clubessential & MembersFirst; F&B POS = MICROS, Restaurant Manager; Spa = SpaSoft.										