# The Advantages of Hiring *The Boothe Group...*

## To Manage Your Club's Evaluation, Selection and Implementation of *New Club Management Software!*

**TBG** The Boothe Group, LLC

# Proven Process

We have conducted hundreds of these projects for private clubs. That experience has helped us develop a thorough and effective process that **assures your club will make the proper selection decision.**

Your Staff has limited experience in evaluating, selecting and implementing club management systems.

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# Project Management

This is what we do for a living. We stay focused on your project and make sure that all steps of the process are carried out **properly and on time.**

Your Staff has limited time available to focus on a project of this magnitude.

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# Specialized Tools

We have developed specialized assessment tools that assure your club's **special needs are identified and documented** in a personalized software specification.

Clubs have a difficult time creating a proper specification. In most cases they use a very limited list of features, or no list at all.

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Club Master - Software Functional Specification
*Table of Contents*

Club Master Software Specification - 1-18-17.xlsx

Our specification includes 20+ applications and more than 1,500 items.

Each application includes a detailed list of specifications.

# Structured Evaluation

We use your personalized software specification to structure the vendor software demonstrations. That **helps reveal** whether each special requirement can – or cannot – be satisfied by each vendor.

With a limited list created by your Staff, they will be hard-pressed to differentiate between the systems they evaluate.

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# Software Enhancements

If custom enhancements are required for your club, we will create a specification for each, negotiate pricing, monitor the design and development, and test each enhancement to **assure it meets your club's specific requirements.**

Your Staff has limited experience with software development and will be challenged to manage this process successfully.

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# Contract Negotiations

We are thoroughly familiar with the pricing of all club management software systems and services, and can **accurately determine a fair price** for your club to pay. We also know which contract terms and conditions are acceptable and **which ones should not be accepted by your club**.

Pricing information for club management software is not published, and your Staff will have difficulty in determining a fair price.

# Basic Implementation

Implementation – we make sure the implementation of your club's software is done **properly and on time** by the selected vendor.  We **know the personnel** from each vendor and will choose their best performers for your project.  We monitor their performance and **demand their best**.

Your Staff must carry out their full-time jobs during the software implementation.  Typically implementation creates plenty of additional hours – without the added responsibility of <u>managing</u> the implementation process.

# Advanced Implementation

We require the vendor to **perform additional work**, such as pilot testing, to assure that your implementation goes smoothly.

Your Staff has no access to these proprietary tools or processes.

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| Testing Activity | Number of Repetitions | Date Completed | Initials | Comments/Issues |
|---|---|---|---|---|
| **Order Entry** | | | | |
| 1. Order entry including:<br>a. search for member account by partial last name.<br>b. search for member account by member number.<br>c. confirm that family member names are available on lookup screen.<br>d. review member information available including name, account number, member class, dependent names and ages, member photo and signature, account charge status, preferences.<br>e. open checks for members using seat numbers.<br>f. enter basic check with 2-8 covers, food and beverage items, modifiers.<br>g. confirm that modifiers operate properly and test pop-up keyboard entry.<br>h. close check to member account.<br>i. review check for completeness and accuracy including sales tax and gratuity. | 100 | | | |
| 2. Open checks to multiple member accounts up front (if applicable). | 5 | | | |
| 3. Enter member preferences from POS. | 5 | | | |

Sample Pilot Testing Checklist for F&B POS – entire checklist is 8 pages.  We have developed Testing Checklists for all of the key software modules. **This is an exclusive TBG tool.**

# Data Conversion

We will determine which data from your existing system is converted electronically and **assure that the data converted is correct and useful**. We will also monitor the manual entry of data by your staff.

Your Staff has limited time and experience to carry out this task.

# Hardware Assessment (optional)

Our certified technicians will **evaluate the suitability of your existing hardware** for use with new club management software. We will work with your local IT support company to assure that any new hardware is priced, configured and installed properly and on time. (This is an optional service.)

Your Staff has limited time and experience to carry out this task.

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Percent of Key Software Requirements Identified and Evaluated…

60% on your own.
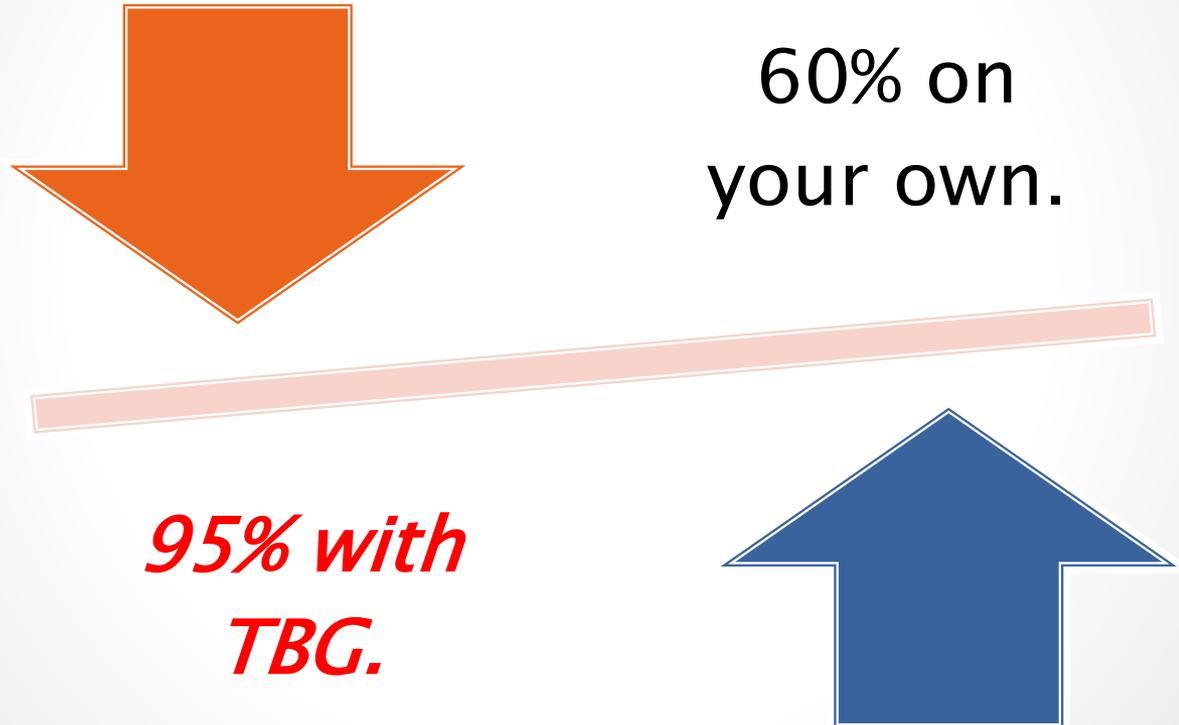
95% with TBG.

# Percent Utilization of the New Software…

60% on your own.
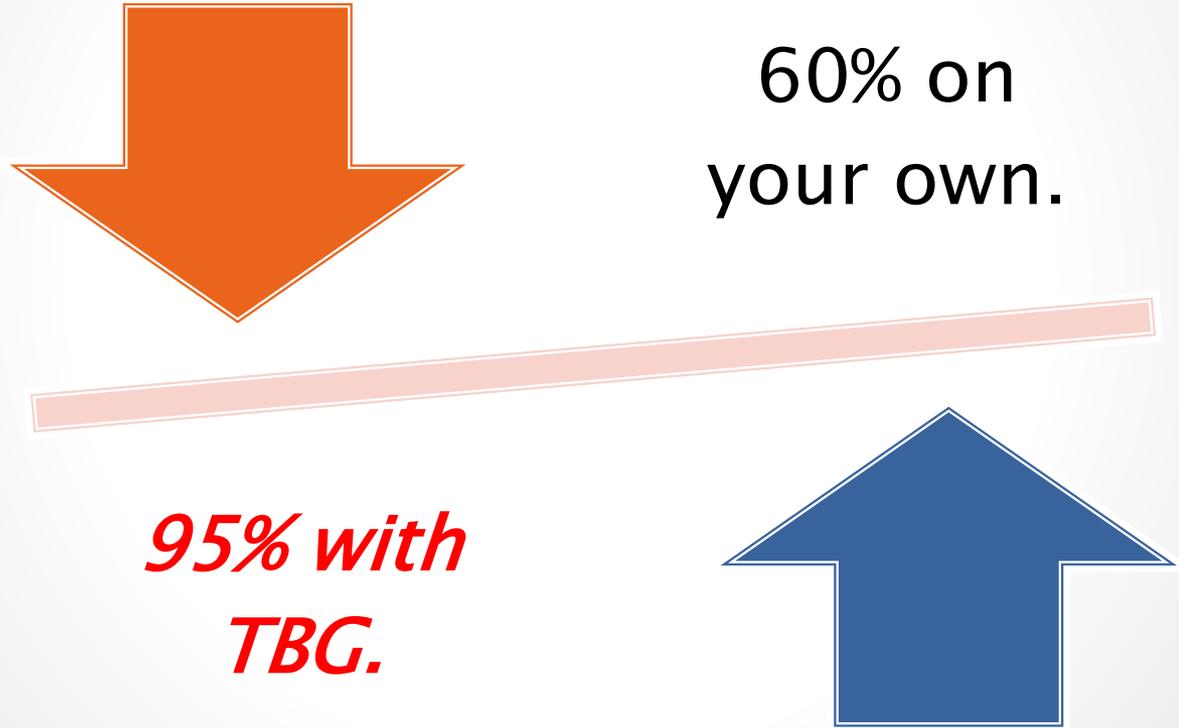
*95% with TBG.*

# "Break–In" Time…
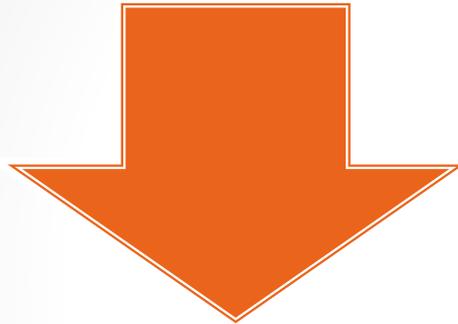
2 Years on your own.

1 Year with TBG.
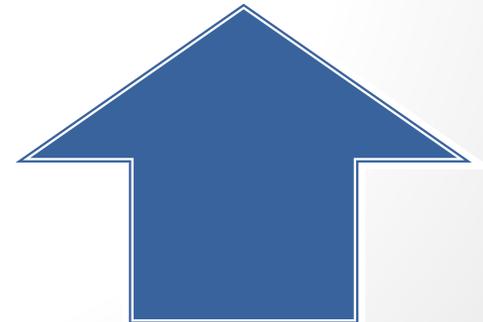
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Helping Private Clubs Become
Educated Technology Consumers

We help private clubs understand computer technology, make good decisions…

and receive the highest value from their technology investment.