

SPRINGER-MILLER SYSTEMS

SPASOFT® TUNE UP SERVICE

Supercharge Your Spa with a SpaSoft Tune-Up

Over time with staff turnover, new service and product offerings, and changing business practices, many properties wonder if their SpaSoft system configurations continue to best serve their operations. To resolve these issues, Springer-Miller is now offering a SpaSoft Tune-Up to reinvigorate and clean-up your SpaSoft system, and ensure it is optimized to best manage your current operations.

SpaSoft offers both a one day and two day Tune-Up service. Your SpaSoft Tune-Up will be performed remotely by a seasoned SMS Consultant and will include the following services:

SpaSoft Pre-Tune-Up Analysis

- Support case history review
- Remote connection for preliminary analysis of system configurations

Consultation

- Discuss existing challenges and desired outcomes
- Build a custom Tune-Up agenda of items to address
 - *See sample agenda

Dedicated Time with a SpaSoft Application Consultant

- Activation, setup and training of new or unused features
- Re-configurations and best practices to optimize operational use and reporting
- Cleanup of outdated/expired data

SpaSoft Tune-Up Report

- Action items and recommended configuration
- Recommended additional training
- Recommended best practices to adopt

10% Discount on New Guest Correspondence Templates

- Invoices, Itineraries, Gift Certificates, and Automatic Emails

Sample One Day Tune -Up Agenda

The following list includes all recommended modules included in the one day SpaSoft Tune-Up. Included topics may be customized to address particular areas of concern as well as to accommodate your unique operations.

Core Configurations

- Review new options in Site/Business Center

Financial Configurations & Reporting

- Payment Types
- Discounts
- Business Lines

Staff (Users & Providers)

- Profile Deactivation
- Staff Commissions
- User Privileges

Activities & Resources

- New Feature Recommendations
- Resource Display and Booking Optimization
- Activity Pricing and Availability Yields

Inventory Review

- Vendor/Vendor Product Review



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Additional items Included in the Sample Two Day Tune -Up Agenda

Financial Configurations & Reporting

- Tickets/Itemizers
- Responsibility Centers
- End of Day Best Practices & Reports

Guest Profile Management

- Main Guest Types
- Mandatory Guest Information
- Duplicate Guest List and Merging Profiles

Activities & Resources

- Activity/Resource Assignment Review
- Update Schedules
- Review of Configurations: Single, Packages, Series, Administrative, Couples, Classes, Charges/Fees

Inventory Review

- Product/Business Line Deactivation
- Product Module Review
- Purchase Orders
- Physical Counts

Ideal Candidates for a SpaSoft Tune-Up

- New operational management team
- Over 2 years without reconfigurations or retraining
- Upgrading multiple versions
- Experiencing multiple issues related to configurations and training (for example: cleanup of expired data, staff commissions, user access, booking efficiency, etc)

PRICING

- One Day SpaSoft Tune-Up for a single Business Center: \$1000
- Two Day SpaSoft Tune-Up for a single Business Center: \$2000
- Each additional Business Center: +1 Day, +\$1000
- Service may be scheduled anytime within 1 year of the date of purchase

For More Information

To learn more about Springer-Miller Systems and SpaSoft Spa Management System, please visit our web site at www.springermiller.com or call 802.253.7377.

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