

RECREATEX SOFTWARE
FOR PROFESSIONAL VISITOR ATTRACTIONS MANAGEMENT

Gantner
Ticketing

RECREATEX SOFTWARE FOR PROFESSIONAL VISITOR ATTRACTIONS MANAGEMENT

GANTNER Ticketing is widely recognised as the market leader in the provision of software for attractions. From the processing of ticket sales, membership management, group bookings and guided tours to the provision of access control gates and turnstiles, Recreatex is your solution. The software also includes bespoke modules for POS, shop sales, catering, facility bookings, invoicing, CRM, mailing and more.

Recreatex stands as a **flexible and user-friendly software** platform which is proven to enhance operations at some of the world's largest attractions. GANTNER Ticketing works closely with our international clients offering superior technology and fully customisable software aligned to each individual organisation's specific needs.

Recreatex is suitable for use within both small and large-scale projects and can support an unlimited number of users at once, with all information delivered in 'real time'. Moreover, the Recreatex platform – which can be installed as a client/server application or as a hosted solution – ensures fast and accurate processing of millions of visitors each year, and since it is **designed using the latest technologies** (Microsoft .NET platform, SQL Server databases, web services), the Recreatex software is incredibly powerful.

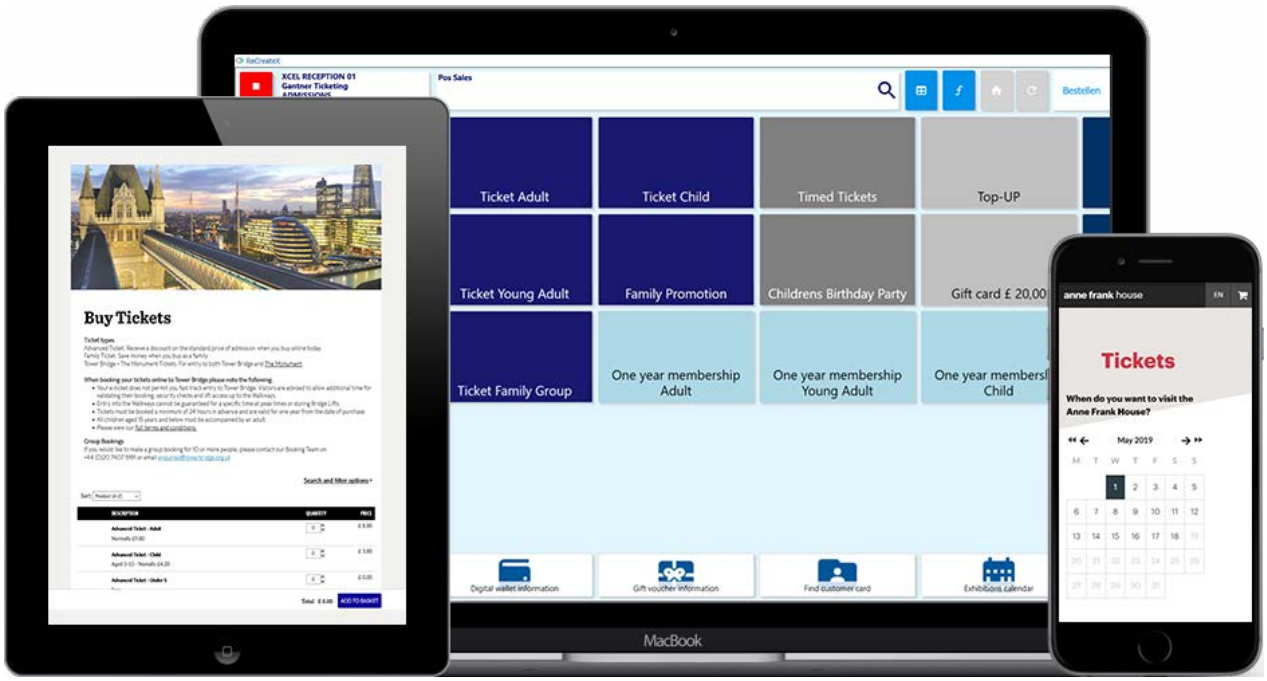
Integration is a key feature of the Recreatex software with connections to a number of financial and operational packages. All Recreatex data can be exported to Word, Excel and PDF and all lists and documentation contained within the system can be printed, faxed, e-mailed or exported for conversion. Similarly, all financial data can be exported to an unlimited number of applications through our existing interfaces.

RECREATEX CAN BE INTEGRATED WITH

- MS Office
- Access control - turnstile barriers or gates
- Technology (building monitoring, camera surveillance etc.)
- All types of membership cards
- Self-service kiosks, Point of Sale Terminals, Point of Payment Terminals
- Over 100 external CRM, ERP and financial packages
- Direct Debit and BACS Applications
- Internet (web modules and online payments with print@home)
- Smartphones, scanners
- Parking systems

recreatex





↑ *Left: E-ticket London Tower Bridge • Middle: POS software • Right: Online ticketing*

POS SOFTWARE

At GANTNER Ticketing we understand the complexities involved in coordinating guests' visits each day and organising special events. Not only do operations themselves need to be carefully planned, it is paramount that ticket sales run flawlessly. All of this can be achieved using a single software package: Recreatex. The Recreatex system guarantees fast and accurate processing of high volumes of visitors and provides a clear and simplistic overview of all activities and bookings each day via the POS screen. GANTNER Ticketing can also supply the physical tickets and ticket printers.

The POS software is linked to access control and allows ticket sales, facility bookings, group bookings and activity registrations offering a complete automated system for sales and tracking of customer visits.

DYNAMIC PRICING

With Recreatex, dynamic pricing is possible. This is a pricing strategy where the operator may vary the price depending on the time of day or the date of visit. This helps site managers boost revenue and manage operations by knowing their attendance in advance. GANTNER Ticketing offers the ability to implement dynamic pricing to help you make the most of your revenue streams.

ONLINE TICKETING

In order to support POS ticket sales, GANTNER Ticketing has developed an online ticketing module which allows millions of visitors around the world to buy tickets from the comfort of their own homes. Using an integrated online payment provider, tickets can be paid for in a secure and safe environment and can then be downloaded for printing at home. We offer integrated provisions for promotional discounts and we also supply wireless barcode scanners on-site to verify entitlement to entry and to help prevent fraud.

MOBILE TICKETING

Always at the forefront of new technological developments, GANTNER Ticketing has developed a mobile ticketing application which allows customers to download an entrance barcode to their mobile phone for rapid entry on-site. Mobile ticketing enables operators to increase revenue streams. Visitors can place orders and purchase tickets from any location. Mobile tickets reduce the production and distribution costs connected with traditional paper-based ticketing channels and increase customer convenience by providing new and simple ways to purchase tickets. GANTNER Ticketing enables operators to sell tickets through any mobile device whether it be through a website, tablet or mobile phone. On-site solutions include the use of tablets reducing queues and providing a way to install mobile selling points anywhere around the location.



↑ *E-ticketing at the Red Star Line Museum (Antwerp)*



↑ *Kiosks at the Royal Museum of Art and History (Brussels)*

MOBILE APPS

Recreatex admissions app
The Recreatex admissions app allows you to quickly devalue membership cards and (e-)tickets. This application is the perfect tool to be used in addition to the mobile scanner when it's crowded and in places where no wireless network is available.

mPOS
The mPOS application has been specifically developed as a useful, smart and easy to use cash register for the catering industry.



GIFT VOUCHERS

Gift vouchers are a great way to offer extra customer service. Recreatex provides the ability to sell and redeem gift vouchers online as well as on-site. With the availability of full reporting and tracking functionalities, the operator has a clear overview of all gift vouchers sold along with any remaining balance.

MEMBERSHIPS

Recreatex is ideal for managing membership databases and season tickets across the organisation. Memberships can be integrated with physical access control devices such as turnstiles or hand-held scanners meaning that a client can enter the site in a matter of seconds. This results in high customer satisfaction as visitors do not have to queue at the counter.

Wireless scanning of membership cards is possible with mobile PC devices and memberships can be purchased and renewed online. Customer memberships can be assigned to numerous different carriers including wristbands, key rings, cards, even a telephone chip. The technology is endless and available in different security levels. RCX, for example, is compatible with barcode applications, Mifare, magnetic stripe cards and proximity technology.

Furthermore, with the development of online memberships, GANTNER Ticketing offers the ability to process and renew memberships online. Payments are made safely and securely through an online payment provider and we comply in full with the ISO 27001:2005 standards and as such are certified to this standard.

GUIDED TOUR PLANNING

The Recreatex system allows all events to be programmed into the system. The guided tour planning module allows for the setup of any group tour incorporating booking session times, assigning a tour guide and creating parameters relating to the

maximum number of spaces available to be booked. Remember, all of our modules are fully integrated and all of the information is available to multiple operators simultaneously, and in real time.

TIME SLOTS - CAPACITY CONTROL

Time slots enable operators to effectively manage locations that are limited in capacity and require strict management of visitor flows. Capacity control in conjunction with access control give sites a precise and flexible way to have an overview of the exact number of visitors within the facility at any given moment in real time. The customer experience is enhanced by guaranteed entry and when sold online gives a clear overview of expected attendance.

SELF-SERVICE KIOSKS & TICKET DISTRIBUTION

GANTNER Ticketing offers clients a state-of-the-art kiosk range to stand alongside POS admissions in order to maximise customer experience at your venue. The self-service kiosk is connected to the Recreatex database in real time through a network connection and is in effect a ticket vending machine which allows your customers to purchase tickets, confirm attendance on-site, make a booking for a future date or pay an outstanding balance.

The network-based self-service kiosks always contain a built-in PC and an intuitive touch screen that allows the system to guide customers through the different steps of the sales process. The kiosks can be customised with your own branding and can be changed periodically to reflect local marketing campaigns.

The kiosks give customers complete control of their visitor journey and reduce queues at the reception. The devices also offer efficiency savings providing the ability to reduce reception staffing levels during quieter periods.

Self-service kiosks are fully integrated with international card payment systems and can be used for:

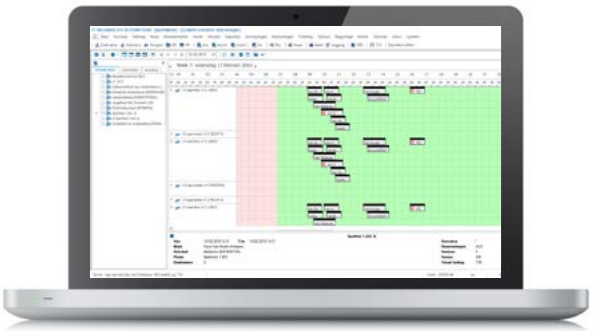
- Entry ticket and season ticket sales including car park tickets and receipts
- Ticket distribution
- Membership renewal
- Issue and redemption of vouchers
- Links with access control

FACILITY BOOKINGS

For sites with locations that can be booked by third parties or used for internal meetings, GANTNER Ticketing has developed the facility bookings module. This module allows you to manage all of your bookings in a fast, efficient, coordinated and structured manner.

The graphic and dynamic planning board within the bookings module gives you a clear overview of occupancy. Bookings can easily be made, moved, copied or cancelled using "drag and drop" functionalities. The system checks for double bookings, invalid activities per room and always calculates the correct price based on pre-defined parameters.

Based on the four key parameters – who, what, where and when – individual bookings or a series of bookings can be made with ease. The module contains integrations which allow you to e-mail internal staff to confirm reservations, e-mail external confirmations and invoices assigned to the booking and to schedule staff, equipment hire or catering requirements against the booking. Once programmed, the information links into the POS and will appear in real time at the front-of-house terminals. In addition access control and building management integrate seamlessly into this module.



ACCESS CONTROL

GANTNER Ticketing provides attractions around the world with professional access control systems in order to ensure that millions of customers each year have an efficient and stress-free visitor journey whilst ensuring that venue security is tightly controlled. An interface between Recreatex and each venue's turnstiles or gates allows for automatic visitor

recognition and guarantees swift and safe access to all visitors.

GANTNER Ticketing offers a complete range of access control products. As well as the physical hardware such as the access turnstiles or gates, we supply numerous access carriers such as tickets, magnetic or RFID cards and wristbands. All of these can be branded with your organisation's own corporate insignia for personalisation and are delivered directly from our own factory meaning that you only need to deal with one supplier.

BUSINESS INTELLIGENCE & BIG DATA

Information is the key to efficient management, which is why our Recreatex platform offers users an extensive suite of online reports with over 1000 fully customizable reports. Real-time statistical information including reports on visitor numbers, event booking numbers, details of group bookings, membership bookings and direct debit contracts is generated at the push of a button.

With all basic data including ticketing, POS, bookings etc. originating from a single central database, it is possible to generate multiple invoices from any chosen time period. In addition, invoices can be exported to numerous financial applications with Recreatex currently interfacing with well in excess of 40 financial packages in order to manage customer finances and outstanding direct debits etc.

CRM AND MARKETING APPLICATION

With the Recreatex system, planning marketing promotions based on user intelligence has never been easier. The CRM module enables you to quickly and easily send out mailings by post or by e-mail to both your current member database as well as any potential new visitors. With our complex software, the key target audience can easily be filtered out and automatic mail merge campaigns can be set up within just a few keystrokes. In a similar way, automatic visitor booking confirmations, notices, reminders or event cancellations may be sent. GANTNER Ticketing works with international clients empowering them to push the boundaries in terms of customer relationship management possibilities and leading to more efficient and professionally organised establishments.

DIRECT DEBIT MANAGEMENT

Our Direct Debit tool enables you to create, configure and manage direct debits with regular intervals. The import and export capabilities allow you to submit and receive BACS files for accurate membership management. This tool gives you full control and up-to-date status information on all your membership schemes and payments.

RESELLER MANAGEMENT

Enviso trade, our reseller platform, provides recreatex customers with a pre-built cloud connection to distribute their tickets to a global ecosystem of resellers. With our 'no cure, no pay model', our customers can also easily start distributing tickets to new resellers channels. An open API can be used to connect new resellers or other ticketing back-office systems.

LOCKER MANAGEMENT

GANTNER draws on over 30 years of experience to create the world's most complete and innovative line of Near Field Communication locking solutions for lockers.

TRUSTED PARTNERSHIPS WORLDWIDE

GANTNER Ticketing works with some of the world's leading attractions including Zoo of Antwerp, London Tower Brigde, Animal park Planckendael, Van Gogh Museum, Body Worlds, Plopsa Group, Bobbejaanland, Libéma, Natura Artis Magistra, and much more. We work in partnership with our international clients, listening to their evolving requirements and delivering fully customised solutions to meet their individual needs.






Tickets &
Abonnementen











ABOUT GANTNER Ticketing

GANTNER Ticketing, with offices in Germany, Austria, Belgium, the Netherlands, India, Dubai, USA and Australia is active in the field of software and automation solutions for the leisure market.

For 30 years already, GANTNER Ticketing has been a valued ICT company with over 380 professional employees. Innovative software development and continuous customer awareness lead to progressive solutions aimed at the attractions market. GANTNER Ticketing focuses on total projects based on the Recreatex software platform, developed in-house for public recreation services, swimming pools, museums, theatres and recreation parks. Other core competences include IT services, access control systems, locker management solutions and our own building management system.

QUALITY ACCREDITATION

In GANTNER Ticketing you can rest assured that you are choosing a partner renowned for its quality by the global leisure industry. GANTNER Ticketing has close partnerships with international ICT organisations and has obtained many certifications including:

PROVEN EXPERIENCE AND TRACK RECORD

GANTNER Ticketing has a proven track record of successfully implementing projects in a variety of sizes and complexities. Our team will manage the installation with efficiency and consistency providing a high level of service throughout the implementation. For each project a project consultant will be assigned to manage the entire project from inception to roll-out and aftercare ensuring the highest standards. GANTNER Ticketing has specialised, highly qualified PRINCE 2 certified project managers that assist and support you, both on technical and software issues.

ON-SITE TRAINING

GANTNER Ticketing includes a Recreatex training package for all our operators. We will spend time on-site delivering customised sessions in order to ensure that all employees are quickly trained taking advantage of all that Recreatex has to offer.

SUPERIOR SUPPORT

At GANTNER Ticketing we pride ourselves on the quality of our ongoing customer support and as an ISO 9001:2008 certified practitioner we have stringent customer service protocols and escalation policies in place.

GANTNER Ticketing has a dedicated customer service centre (CSC) which operates 24 hours a day, 365 days a year. The CSC is accessible via a specific telephone number dedicated for customer calls. The service is available from 8 am-8 pm and then transfers to an overnight service. All messages and questions from our customers are answered within an agreed timeframe and are recorded in our own ERP software for ongoing review.

In addition we provide comprehensive manuals supporting each of our Recreatex modules. These manuals are drawn up by the Quality & Control department and are constantly updated. All the changes for each update of Recreatex are communicated to clients via a Release Note and the client portal.

Our after-sales support service is also central, and our Software Support Contract offers free support from the helpdesk (available 24/7). Free updates and upgrades of Recreatex, online forum and regular user groups are also included.

Clients with access control can also choose for a preventive maintenance contract. These contracts keep breakdowns to an absolute minimum and ensure that the installations are profitable.

AT THE FOREFRONT OF SOFTWARE DEVELOPMENT

At GANTNER Ticketing, all software is developed under our own management. GANTNER Ticketing is specialised in developing software for automation of administrative and technical processes, modifying and extending existing modules as well as developing new modules, all in close collaboration with our clients.

Gantner Ticketing

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