

## CASE STUDY

# Volanté Enterprise™ Software Keeps Things Moving

"The beauty of the Volanté Enterprise POS system is that you can change menus during an event - in the past we had to wait until the end of the day to make any kind of menu changes. Now we can update menus on the fly. Volanté was also the preferred system for our IT people. That's why we went with them."

*- Brit Mckenna, Operations Manager, Eurest Dining Services*

**Customer:**  
CN Centre

**Website:**  
<http://cncentre.ca>

**Industry:**  
Hospitality  
Stadium

**Location:**  
Prince George, B.C.

**Customer:** Comprised of an arena and convention centre, the CN Centre has a number of quick serve and fast casual eating venues.

In both 2008 and 2009, it was nominated for the prestigious Canadian Music and Broadcast Industry Award for 'Major Facility of the Year' (capacity under 8,000 seats).

**Challenges:** The CN Centre needed a reliable and modern POS system to meet both its current and anticipated future operational needs. The old system was antiquated, the support poor, resulting in habitual glitches and interruptions in service and negative customer experiences.

The CN Centre faced the typical challenges that stadia experience when setting out to invest in POS technology. These included:

- Network infrastructure
- Synchronized data communication
- Efficient linking of the many concessionaires and other outlets

**Solution:** After sending out requests for proposals to several hospitality software companies, CN Centre decided upon Volanté Enterprise POS, given its reputation for reliability and advanced fault-tolerant capabilities.

The Volanté installation consisted of twenty-one fixed POS terminals and six mobile tablet computers spread throughout the facility's Food and



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"Volanté Enterprise POS is a very secure system. The other neat thing about Volanté is that it's ageless; it never clears itself. We can pull up reports from whenever we want, regardless of how much time has passed. Accurate data reporting can translate into real benefits for the bottom line. Volanté is a much more accurate system, and our inventory assets are better protected now. We have more detailed void reports, for instance, which we never had before."

- Brit McKinna, Operations Manager

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## MORE INFORMATION

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Beverage operation, which includes 14 private suites, four concessions, six food kiosks, and one beverage outlet.

Volanté's approach was unique given that the wireless notebook/tablet computers can act as a back-up for the entire network if the main registers all fail simultaneously. This is where Volanté is leading the way.

### Results/Benefits:

- Accurate reporting
- Less shrinkage
- Each concession runs and is measured as a separate profit centre.
- Better customer service achieved through leveraging the capabilities provided by the technology.

"Our staff love the hand-helds. They have tons of features. They also eliminate the need for paper and notebooks. The wireless hand-helds have dramatically increased efficiency and staff productivity. When the staff are taking orders in the private boxes, for example, they can just punch in the menu items in real time, and have it go to the bar and kitchen right away. Our suites run the entire length of the arena, so now when a server is ordering from one of the suites, their beverages are ready for pick-up when they get to the bar; this really increases speed of service."

- Brit McKinna, Operations Manager, Eurest Dining Services

