

# CASE STUDY



## Volanté Enterprise™ POS Makes a Splash

“Volanté Enterprise POS has been really helpful with tracking food sales, and very flexible too. Cost savings are also realized because the system is developed in Java, which is cross-platform compatible. This gives Wild Waterworks the opportunity to save on incidental proprietary costs, such as Windows licensing fees.”

– *Shane Omerod, General Manager, Wild Waterworks*

**Customer:**  
Wild Waterworks

**Website:**  
[www.conservationhamilton.ca/wild-waterworks/wild-waterworks/welcome-to-wild-waterworks](http://www.conservationhamilton.ca/wild-waterworks/wild-waterworks/welcome-to-wild-waterworks)

**Industry:**  
Hospitality  
Theme Park

**Location:**  
Hamilton, Ontario



**Customer:** An 83 hectare (205 acre) fun and adventure park located on the shores of Lake Ontario, Wild Waterworks at Confederation Park offers many choices for visitors: mini golf, batting cages, and a climbing wall, to bumper cars and ultimately, six-storey body slides. Ride the waves in Canada’s largest outdoor wave pool, where over a million gallons of heated water splashes down every minute. Plenty to do for both families and corporate groups.

For such a large and multifaceted place, Wild Waterworks has not only embraced technology, but adapted it to their operations in new and creative ways.

**Challenges:** Wild Waterworks was looking for:

- an enterprise system that would grow along with their business without incurring significant additional costs, and
- a partner that could a) provide thought leadership, b) cater to their unique requirements, and c) do so in a responsive and cost effective manner.

The park had experienced a lot of problems with unreliable networks, and this had a tremendous impact on their POS system. They were looking for more reliability, to eliminate their networking problems, and a system that could stand alone. Finally, Wild Waterworks hoped to utilize bracelets as a payment tool; once visitors had pre-purchased admission, their currency would be exchanged for bar-coded bracelets.

SPC 2509

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**“Volanté Enterprise POS has worked well for us. We’ve had some busy weekends, and it’s has been reliable. It hasn’t gone down once.”**

**- Shane Omerod, General Manager, Wild Waterworks**



## MORE INFORMATION

**Please contact:**

**EMAIL:**  
sales@volantesystems.com

**PHONE:**  
416-522-1825

**WEB:**  
www.volantesystems.com

Wild Waterworks needed accurate information as to park admission numbers.

The hand stamps they were using were too easy to forge and the bracelets were not only simple, but as practical as they were waterproof. And for purposes of tracking and control, Wild Waterworks wanted to monetize the bracelets for groups.

They also wanted to implement gift card and loyalty programs so that their season passes could be used as loadable and re-loadable shopping card and photo ID. Once the solution was in place, they wanted to get use bracelets for lockers, life jackets, tubing rentals, all along looking at loss prevention as a goal.

**Solution:** In the end, Wild Waterworks chose Volanté Enterprise POS, fully capable of accommodating all of their current and anticipated needs.

The implemented technology allows for on demand, real-time data reporting through its data synchronization feature.

Such accurate data reporting allows for more efficient ordering procedures, the result being decreased shrinkage and waste. The Volanté solution includes a wireless hand held option, allowing for even more flexibility when implementing technology in an operation as large and dispersed as Wild Waterworks.

The bracelet requirement was easily put into play, allowing for much tighter cost control. Volanté is the first POS company in Canada to utilize bracelets in this way. Wild Waterworks has since implemented the system in all its food and beverage and retail outlets and has future plans for the technology.

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**“The system's design allows supervisors to add and remove menu items really easily. As well, they can move menus from concession stands. The latitude in menu management is fantastic.”**

**– Shane Omerod, General Manager, Wild Waterworks**

The system is developed entirely in Java, and addressed networking concerns through its use of peer-to-peer technology.

### Results/Benefits:

- Wild Waterworks now has a state of the art enterprise system that is simple and uncomplicated. Front-line employees adapted to the new system quickly and easily. In fact, they rave about it. Specifically, they like the ease of use of the touch screens and the fact that making corrections is a snap.
- The new system has also made the lives of the supervisors somewhat easier too, as Enterprise POS solutions have finally entered the modern age. Operators such as Wild Waterworks now have myriad options, in spite of their operational diversity or geographical liabilities.



- The Volanté system has helped the park streamline operations, increase productivity, achieve significant cost savings and expand in new and creative ways.

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**“The staff picked upon the system quickly, which was great as training had to be done in a tight timeframe. Being able to hit the ground running was a gift.”**

**- Shane Omerod, General Manager**