

## CASE STUDY

# Volanté Enterprise™

**‘It takes more than cooperative weather to run a ski resort’**

"Like most ski resorts, we're very remote. We needed a satellite tower and wireless system. We also looked at a lot of providers and found that most of the companies didn't offer the hospitality end we needed. Volanté Enterprise POS IS hospitality."

*- Peter Hanney, Director, Snow Valley Ski Resort*

**Customer:**

Snow Valley Ski Resort

**Website:**

[www.skisnowvalley.com](http://www.skisnowvalley.com)

**Industry:**

Hospitality  
Hotel/Resorts

**Location:**

Barrie, Ontario

**Customer:** Snow Valley is a family oriented snowboarding and skiing facility that offers a variety of amenities for their guests in a country setting. With 19 trails, a ski and snowboard school, equipment rentals, a fashion and accessories boutique, full catering services for up to 250 guests, cafeterias, restaurants and bars, the resort has a lot to offer its customers. The resort has been named the "Best Ontario Hill for Kids" by Ski Canada Magazine.

**Challenges:** Snow Valley wanted reliability in an unreliable environment. On top of the multiple venues, the geographical location created additional constraints with wireless and other environmental hardships. The notion of technology not working and negatively affecting the customer experience was not acceptable to Snow Valley.

Therefore, it required a POS system that could produce ID cards, time passes, manage a client database and ski school, as well as handle all their food and beverage and retail services.

- **Register Mobility:** Thirty-five registers were spread throughout seven different venues and two cafeterias. Snow Valley wanted to relocate registers into different venues.
- **Future Ordering Capabilities:** Often events such as wedding and schooldays are booked months in advance and aren't included in Sales until the day of the event. Accuracy is directly aligned with profitability, yet the system had to be flexible enough to book food orders, track and manage inventory levels.

*Ski*  
**Snow Valley**  
B • A • R • R • I • E

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"We're really pleased with Volanté. It's an entity that's proven to grow and evolve along with our business."

- Peter Hanney, Director, Snow Valley Ski Resort

### MORE INFORMATION

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Often these events were booked months in advance, modified a number of times and not included in sales until the day of the event. Accuracy is directly aligned with profitability yet the system had to be flexible enough to track and manage inventory levels.

- **Disparate technology:** Within one resort, Snow Valley had a variety of technologies: Windows 2000, XP, Windows 7 and Linux SUSE 10.2, IBM SurePOS 500 terminals, laptops office computers and servers.
- **Lower cost of operations:** More uptime was desired, yet lower outlays.

**Solution:** Volanté Enterprise SOS was installed. A fail-safe, independently running system, it was integrated with the high-volume operations below. Using both wired and wireless network topology, it operates without software failure despite the unstable power and network issues. Snow Valley also utilizes the database of guests and more than 5,800 pass holders to generate e-mail broadcasts, which facilitates the execution of facets of their marketing plan.

### Results/Benefits:

- Results/Benefits: Snow Valley now uses Volanté Enterprise POS in all aspects of their high transit volume operations, from ID card generation and club member tracking (Volanté maintains a 50,000 client database), day-pass ticketing, food and beverage operations (quick serve and casual dine), rentals, merchandise sales, integrated credit card authorization and ski school schedules.
- The solution addressed Snow Valley's current needs and Volanté was able to prioritize solution delivery to match the allocated budget.
- The POS cash register terminals continuously synchronize with each other.
- There are endless report options.
- Alcohol inventory is controlled by bottle weights and computerized tap monitors.
- Staff time and attendance, ski, school, and guest database management, and many more features were made available to provide better customer service and help ownership manage profitability.