



# Case Study



Smooth transition to cloud-based technology supports Central Coast Leagues Club to manage venues and events with minimal staff

Overlooking Gosford's spectacular Brisbane Water and opposite Central Coast Stadium, Central Coast Leagues Club offers an abundance of free entertainment, TAB lounge, sports lounge, snooker, pool, darts, indoor & lawn bowls, cricket museum and satellite broadcasts as well as three restaurants, two coffee shops, bistro and an outdoor terrace.

The Central Coast Leagues Club also offers premier function rooms with views over Brisbane Water plus a rooftop terrace that's perfect for photos or even an outdoor

ceremony. There are several spaces that are used for a range of events from large formal functions such as weddings through to regular club meetings, community events and

birthdays. On average the Club hosts around 55 events each week.



## Smooth transition to cloud-based technology supports Central Coast Leagues Club to manage venues and events with minimal staff

### Key Challenge – Existing venue and events management system was coming to end of life

Events Coordinator at Central Coast Leagues Club, Fay Toomey explains, “We had been using the Events Perfect system for over 15 years but it was coming to the end of its life and support was due to be withdrawn. I’m essentially a one woman show, so we needed a system that had the capability to save plenty of time, would be easy to use and wouldn’t cause any disruption to our events business during the transition period.”

### The Results – Smooth transition to cloud leads to easier system, more reporting functions and greater time-savings

The club moved to Priava’s cloud based solution in October 2014 and according to Fay the transition was very smooth. “I was very pleased with how everything went and there were no dramas involved. We decided not to migrate all of our old information and simply have this as read only. We were able to retain our old event statuses and colour schemes and we required little training on getting used to the new system. It was a breeze.”

“I found the new system really easy to manoeuvre and slide through compared with what we had before. For every action there are less key strokes involved and it’s great that you can have several windows open at the same time. So if I’m working on another event and get an enquiry for a booking, I don’t need to save and close down. I can see everything on the same screen and the chart can remain permanently open.

### Easy to create proposals & reports

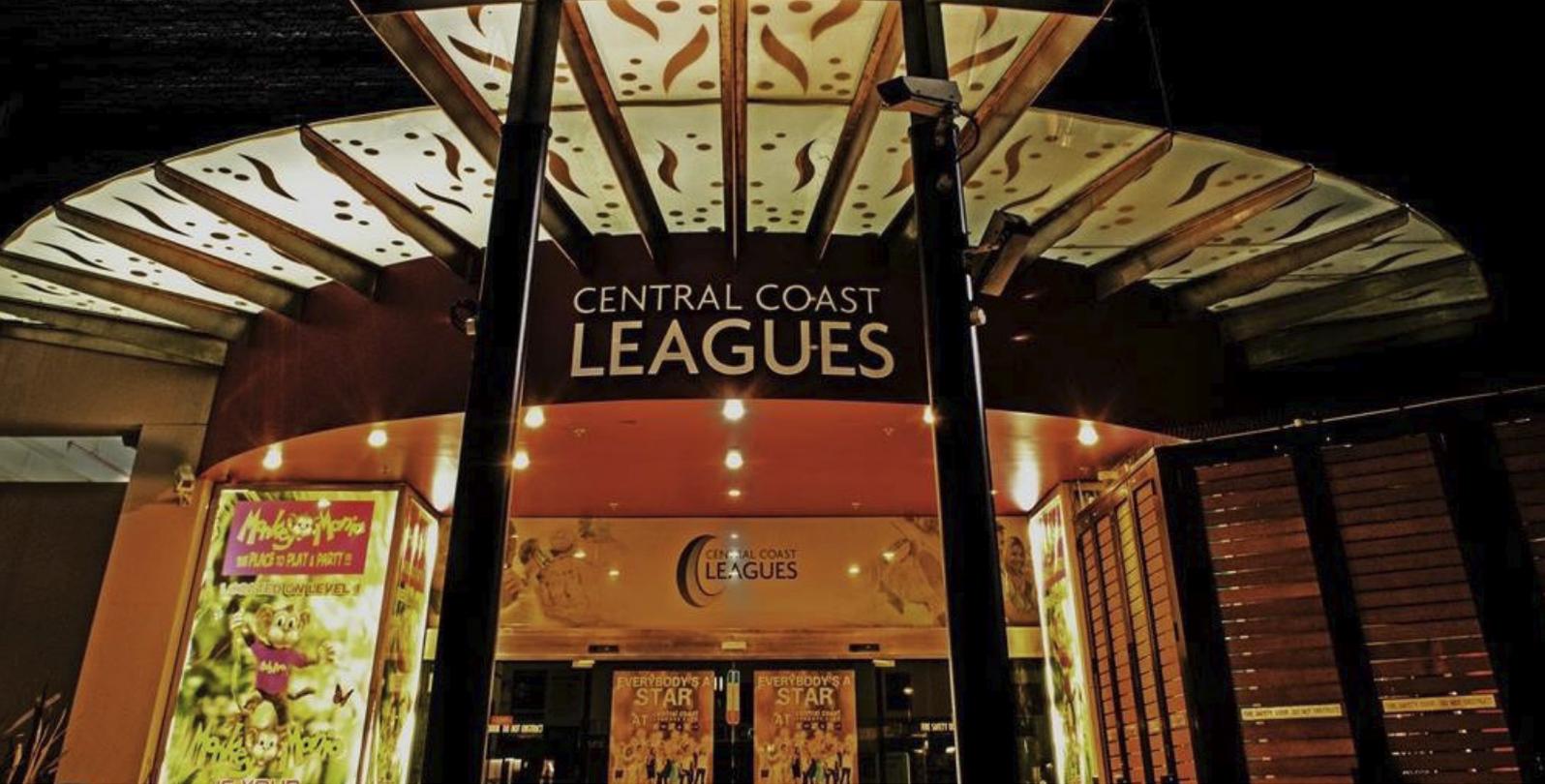
“It’s also easy to create a proposal” says Fay, “and we now have the facility for creating reports such as the revenue generated by a particular room.” Fay is currently looking at how they can integrate the Priava system with their accounts package so she can see at a glance what invoices have been paid without having to refer back to the finance team who also have access to the system. “The integration will also help with cashflow” says Fay.



We’ve been providing effective venue and event management solutions for more than two decades. When you choose Priava, you are giving your business solutions to problems that are tried and tested.



All our datacentres are ISO 27001 certified with PCI compliant technology infrastructure meeting the PCI Data DSS Level 1 standard. Our EU customers can rest assured Priava complies with the Data Protection Directive and General Data Protection Regulation.



Smooth transition to cloud-based technology supports Central Coast Leagues Club to manage venues and events with minimal staff

## Sharing information

According to Fay, the new solution is also great for its ability to share information, “We can liaise easily with internal departments such as catering and maintenance, so they have all the details they need for a specific event.”

“We are recommending the system to other clubs and they have been really impressed by what we’re able to achieve”

“The ROI is certainly in the time-savings and we are recommending the system to other clubs and they have been really impressed by what I’ve been able to achieve with just one person.”

Although the club does have contracted IT Support, according to Fay they don’t need to spend any time on supporting the system, all updates are done by Priava.

## Summary

The benefits that Central Coast Leagues Club has achieved through the use of the Priava cloud-based venue management solution so far include:

- Saves time managing events
- Ability to multi-task
- Minimal training required
- Quick generation of proposals/quotes
- Comprehensive reporting capabilities e.g. measuring room usage
- Smooth transition from legacy system to new cloud based solution
- No internal IT support required
- Aids communication with suppliers



## On Priava,

“The support staff are wonderful. Any issue and they get back to you straightaway.”