

PEOPLE

CULTURE

SOFTWARE

FUTURE

KNOWLEDGE

APPROACH

Millennium™
By Harms Software Inc.



Live your passion

W

Whether you have recently opened your business or have been around for years, the word *passion* will resonate with you. The *passion* to materialise your dreams. The *passion* that endured all the hard work and built the business you have always wanted. software in the industry for many reasons - it was designed to provide you with the tools you need to understand your business, evaluate your success, and ultimately grow your bottom line. Our proven growth indicators have empowered business owners throughout the world to leverage Millennium and automate reports, set alerts, and have a deeper understanding of their overall business performance.

pas·sion |'paʃən| noun
An intense desire or enthusiasm for something.

For the past 20 years Harms Software has also been passionate. Passionate about creating Millennium, the most recognised name in management software, designed to grow your business and help you achieve your dreams. Millennium is the most feature-rich management software. Now is the time to choose a business partner that is aligned with your vision, committed to your growth and shares your passion for success!

Choose Millennium and feel the passion.

“My passion is to continue to make a product that makes people actually love their software and the company that gives them ongoing education and support.”

- John Harms
President & CEO of
Harms Software Inc.

SOFTWARE

Get what you've been missing

{Beyond the Features}

Deciding on the right software for your business is not an easy task. In fact, many of you reading this may be on your second or third software purchase; resulting in stress, chaos and aggravation, let alone empty pockets. We are very familiar with this story since 85% of our clients have come to us after using another software program. That's because we understand what they have been missing!

Great features alone don't make great software. We believe that software should not just run your business; it should improve your business. Whether it's our powerful reporting, our proven methodology, or our ongoing support - every aspect of Millennium is designed to guarantee your growth. Our passion to stay ahead of the curve has transformed an industry and revolutionised the way business owners strategise their future. Our 99% retention rate is a testament that we are doing something valuable.

Live the Passion. Experience it for yourself.

{Awards & Recognition}

Since 1987 many respected industry magazines, local press, and television broadcasters have recognised Harms Software's success and continued leadership. Our latest awards include:

- "Favorite Salon Software" by American Salon Magazine.
- "Favorite Spa Software" by American Spa Magazine.
- "Favorite Software" of Salon Today Top 200.

New Line Media Solutions featured Millennium on its educational television series Pulse on America, which aired on CNBC, NBC, and Fox.



{Recommended By}

Millennium software is recommended by major manufacturers, large hotel/resort chains, leading consultants/educators, top franchises, and health wellness corporations.

Your passion for success must be stronger than your fear of failure.

In order for tomorrow to change, you must try something new today.

{Look who's Growing with Millennium}

- | | |
|------------------------------------|-------------------------|
| Adam Broderick | Nob Hill Spa |
| Australian Laser Clinics | Parisi Speed Schools |
| Aveda Salons & Spas | Paul Mitchell Schools |
| Bob Steele Salon Aveda | Paul Mitchell Salons |
| Bora Bora Pearl Beach Resort & Spa | Pura Vida Fitness & Spa |
| Como Shambhala (Club 21) | Robert Andrew Day Spa |
| DePasquale The Salon | Royal Sands Resorts |
| Eleven Spa Vegas | Sally Hershberger |
| Louis Licari | The PILATES Room |
| Milagro Spa | The Pointe Spas |
| | The Setai Hotel |

{Multi-location Clients}

- | | |
|--------------------------|--|
| Chopra Centers | Nu U Medspa |
| Dolce Salon & Spa | Philip Pelusi Salons |
| European Wax Centers | Sweet & Sassy |
| Glen Ivy Hot Springs Spa | Uni-K-Wax Centers |
| Gould's Day Spa & Salon | U.S. Navy |
| Hello Gorgeous | The Woodhouse Day Spa |
| K. Charles & Co. | |
| Macy's | *IBM selected Millennium for |
| Massage Envy* | Massage Envy's 500+ locations based on |
| Natural Body | its stability and reliability. |
| Neroli Salon & Spa | |
| Nordstrom | |

CULTURE

We scream passion

{The Legacy of Harms Software Inc.}

Harms Software was built on the passion of helping businesses succeed through the empowerment of knowledge, technology, and the strength to push the limits. Since its inception, founder John Harms instilled a culture that continues to stretch the boundaries of innovation and customer service.

Today, after twenty years of exponential growth, John's vision is still the cornerstone of the company. Millennium's stability and reliability is critical in our ability to support thousands of clients in over 30 countries. They *rely* on

our technology, *depend* on our knowledge and *trust* our advice. That's why they voted us "Best Software Company" multiple years in a row and that's why we work harder to improve every day.

Our commitment to extensive research and development has put us at the forefront of the industry, while

Passion for technology, passion for people,
passion for business, passion for growth,
passion for ongoing education... Just passion.

"We typically invest over a million dollars a year in Research & Development. I love being on the cutting-edge of technology and building new features into Millennium that no one else has thought of."
- Anthony Ramirez, Harms Software Senior Application Engineer

creative innovations have a positive impact on the way companies operate their businesses. We make words like "client loyalty" and "growth indicators" commonplace while motivating your front desk to become a profit center.

Each individual at Harms Software is dedicated to helping you achieve your goals. Our positive culture and solution-oriented approach fosters an environment where everyone makes a difference in our clients' business. Whether we are at your location, on a support call, or chatting online, you'll sense our "can do" attitude and eagerness to help you succeed.

Live the passion. Experience the difference.

Harms Software has led the way with Microsoft Gold Certification to ensure you never have to worry about compatibility with technology.

Microsoft
GOLD CERTIFIED
Partner

ISV/Software Solutions



PEOPLE

The assurance behind the purchase

- The Millennium Team



“I wanted to personally let you know that your team never lets me down... again they came to the rescue with personal attention and advice.”
- Judy Bannister, The Pointe Spas

{The Magic Behind the Business}

The magic behind Harms Software certainly is our qualified and caring people. The assurance behind your purchase happens when:

- a friendly voice answers the phone and helps you through every step
- recommendations are made of how you can increase revenue or better motivate your employees

- you speak to a certified industry professional after minimal hold time
 - the person you're speaking to is passionate about *your* business
- If this is what you're after then you need Millennium and the support team behind it.

Millennium's support team is one of the largest and most well-trained organisations in the industry. In fact, the Millennium support team is constantly expanding to accommodate for the increasing demand of businesses leveraging Millennium. What's most refreshing is that when you call you will be greeted by one of our support specialists, not a complex series of phone prompts that make you forget why you called in the first place.

Like you, people are one of our strongest assets. Only the most qualified candidates are considered by our Human Resources Department. Potential employees are put to the test through rigorous training - and only those that truly know and have passion for the industry continue on as one of our trusted staff.

“...I also want to say how much I appreciate the attention and patience that the Harms team has shown throughout the last year...”
- Anthony & Kamala Nayeli, Manea Spa

Our staff is even required to spend a minimum of 3 weeks at businesses like yours every year. So not only is Millennium a “household” brand in the industry, but our employee's walk and talk your language.

“Rooted in our mission is the passion to provide outstanding customer service... so when we were researching a software company we were looking for a company that could not only streamline appointments but one that was aligned with our overall business strategy. In just a short time of leveraging Millennium we are able to measure employee performance, track employee goals, create incentive programs and more. My staff is motivated now more than ever resulting in superior customer service!! I can't wait to explore more of Millennium's capabilities.”
- Justin DePasquale, DePasquale The Spa

APPROACH

We see things differently

CONFIDENCE

Millennium Guarantee 365™, the original 365 day consideration program, provides you with the confidence you need to make the right decision for your business.

LEADERSHIP

Our 10-step after sales process (including data conversions) not only implements a seamless transition but also provides ongoing steps to ensure success and continued growth using our software.

VISION

Take your business to the next level! Key growth indicators, ongoing education, and continuous updates are just a few ways to keep your eyes on the future.

{Streamlining the "Go Live" Process}

We have a solid program in place that will keep you focused on your passion. Starting with the implementation of the software to learning tips and tricks, we can leverage report data to ultimately change the way you and your staff view your business.

Once you've decided to purchase Millennium you will work with one of our specialists that will help develop your own custom "Go Live" calendar. Our team of professionals will create a plan for success and ensure that you feel confident in "Going Live" with the software. Millennium experts will evaluate your entire business and come up with a custom schedule.

We will make sure that you ease into working with Millennium.

"Go Live" with Millennium!

Data conversions are even available so that the complete transition is seamless.

Never switch software companies again!



*"YES! We opened with Harms in 2001. Love it! Hands down there is no better software out there for businesses that want to run and lead their business to success. They understand our industry better than anyone in the software sea of choices."
- Rowena Yeager, Studio Wish*

KNOWLEDGE

Community & knowledge is power

{The Knowledge to Succeed}

Our passion for you goes well beyond how to point and click in Millennium. Millennium specialists understand your business and are deeply dedicated in providing the education you need to succeed and grow. Our commitment to education has earned us our reputation as one of the top educators in the industry.

When it comes to training, we are very passionate about making it extremely valuable and convenient for you. Training is available when and where you need it and will continuously provide value to improve your business. Whether you're learning how to turn your front desk into a profit center, analyse reports, or train your new employees - Millennium has a solution for you. Pick from a variety of online webinars, a collection of DVD training series, or request one of our onsite trainings. Either way you will be pleased with the simplicity and effectiveness of our various educational opportunities.

"I must tell you that your training videos [Essentials] are brilliant! Helped us get things set up easily."
- Kristin Pamperin of the Urban Muse

{User Group Conference}

Harms Educational events are one of the most talked about in the industry. These events unite hundreds of Millennium clients to learn, network, and socialise. The importance of these exclusive events is massive - they have helped thousands of professionals learn from our educators, consultants, and partners.

{24/7 My Millennium Community}

Networking and uniting Millennium clients is extremely important to us. This is one of the reasons why we created the My Millennium Community - an online forum that allows our clients to ask questions addressing a colleague or a member of our support team. My Millennium Community is an access point for all Harms preferred vendors, news, the latest downloads and more. This site will always provide the latest tips and tricks, and keep you in touch with current, up-to-date industry information. The feedback posted here comes from a full circle in Millennium software updates. Most of our award winning features stem from listening to the valuable information provided by our clients on this site.

"This is the best business conference I've attended year over year."
- Neil Ducoff, Strategies



"Wow! Where do I begin? The [Introduction for UGC] video was not only funny, but very effective in demonstrating what it takes to provide great service. As for the classes... They far exceeded my expectations... I have only one regret... I should have brought my entire team... Thank you for hosting such an awesome event."
- Idajeon Moore, Mi Salon and Spa



FUTURE

Passion, loyalty & growth



{The Future with Millennium}

The future of Millennium will continue to be exciting, fresh, and relevant to the trends and industry climate. Well-tested updates, powerful reports, interactive education and a community of businesses that understand software needs to go beyond the register and appointment book.

The future with Millennium means higher average tickets, increased client loyalty and retention, better-informed employees, and a front desk intricately involved in the success of your business.

Leave the hard work to Millennium and live your passion.

Fall in LOVE with your Software Company!

“Millennium has been paramount in the amazing growth of our business, not only in exceeding the needs of a successful business, but in anticipating that growth and supporting it every step of the way. I could go on for hours... The real purpose of this note is to commend you on your exceptional staff. From the beginning of this “adventure” they have been nothing short of amazing. They are committed to the complete satisfaction of your customers. I don’t think “customers” is the correct word, because it really does feel like you are part of a family when speaking to any one of your employees.”
- Kelly Delgiorno, Scott Miller Style

{First in the Industry}

Millennium by Harms Software has been the first in the industry to:

- offer a 100% guarantee
- focus on key growth indicators
- automate report scheduling
- automate updates and make staying up-to-date simple
- create a goal/growth monitoring station
- invent Real-Time Alerts
- develop 2 way SMS text messaging for appointment confirmations
- develop forecasting software that educated employees on the importance of retention and frequency of visit
- achieve Microsoft Gold Certification
- obtain PA-DSS Credit Card Certification



“We are live with Millennium, and it’s a fantastic success! We love the software, and are so excited to finally be using it... it’s amazing!”
- Amy Zlatic, The Face and The Body Day Spa

“We can’t reveal all our secrets but we can tell you that what’s to come will be bigger and better than ever before.”
- John Harms, President & CEO of Harms Software Inc.

Millennium has a number of additional tools to further improve the success of your business. The following will help you streamline everyday functions and help you grow your business.

{Additional Software}

- Millennium.NET - Online Booking Software
- CENTRAL OFFICE - Multi-location Software
- What IF™ - Forecasting Software
- AccountSync™ - QuickBooks Interface
- Millennium PMS - Hotel Interface
- Centralized Booking - Multi-location Appointment Scheduler
- Class Booking - Group Session Scheduler
- Credit Card Interface - Secure & Reliable Transactions
- Auto-Page System - In-house Paging

{Additional Services}

- Credit Card Payment Processing
- Email Marketing Capabilities
- Millennium SMS (Text Messaging Service)
- Financing Solutions
- Instant Online Gift Certificates
- Hosted Confirmation Service
- Customised Barcoded Gift Cards

{Additional Products}

- Computers/Servers
- Pagers
- Barcode Scanners
- Cash Drawers
- Credit Card Readers
- Receipt Printers
- Fingerprint Scanner

**NEXT
STEP**

Make a
difference to

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