

## **Client Case Study**

### **Glen Ivy Springs - USA**

On behalf of the entire staff at Glen Ivy Hot Springs Spa, with extreme enthusiasm, I would like to express our complete satisfaction with your Millennium software product! The product has exceeded our expectations in meeting our business needs. It is a great tool for our staff and for our guests.

As you know, Glen Ivy Hot Springs Spa has five locations with over 20 treatment rooms at each spa, and over 70 treatment rooms at the Hot Springs location in Corona, Ca. In addition we have a Central Reservation Centre with over 25 scheduling agents, and over 10,000 square feet of warehoused products. Millennium not only meets our scheduling needs at each spa, it also handles our inventory, purchasing, distribution, accounting, and management reporting needs. With over 60 cash drawers, our accounting functions are complex and Millennium has provided the tools we require to manage our cash, and other retail activities. Even our Food and Beverage requirements have been met, which expedited our check-out times, thus reducing cashier lines. The Millennium minis and Millennium Tablets have assisted us with our inventory, guest check-in, and poolside service.

Not only is the Millennium product a great tool, but your IT and Marketing Departments are second to none. In all of my years in the technology field I have rarely seen a company in which the Marketing Department actually understands the product, can use it, have used it themselves, and stands behind their product and commitments. In addition, I have rarely seen an IT department as skilled, diversified, committed, responsive, and customer focused as Harms Software's IT department.

From the initial Sales Cycle to Post Implementation, every department throughout Harms Software has made it an informative, comfortable, enjoyable, and rewarding experience. Most of all, the conversion and implantation has been the smoothest I have ever experienced in my long career working in Information Technology.

In summary, what makes your product great is that you listen to your client's requirements and you exceed them. This is obvious by the functionality that is already incorporated into your product, and by the enhancements you will have in future releases. During our evaluation phase of other products, this is the item that climbed to the top of our selection criteria. When selecting software products no two are the same. Each will have its pros and cons. Sometimes it simply boils down to selecting the best business partners. It is obvious to us now that we made the best choice.

**Bob Cordisco**

**Information Technologies Manager – Glen Ivy Hot Spring Spa**