

Client Case Study

Village Beauty – Banstead, Surrey

Vince Kingman is a shrewd businessman who calls a spade a spade. With 25 years in the haulage industry and 10 years helping his wife Teresa run her beauty salon, he's not an easy man to sell to. Dissatisfied with the software they'd been using to run the salon because the features were too limited, he went to a trade show and looked at four or five other software packages before visiting the Millennium stand.

"They weren't as good as Millennium and some were three times as expensive," he said. "I hate pushy people who try to push their products at you, but the Millennium people just stayed in the background and acknowledged I was there. "I fired a lot of questions at them – does it do this, can it do that? – and they had an answer for everything I asked about. "For once in my life, I wasn't bull****ed."

He bought Millennium for the salon, The Village Beauty in Banstead, Surrey, and hasn't regretted his decision for a moment since. "Millennium is second to none in what it does," he said. "It certainly does all we want it to do and a hell of a lot more. "It's really easy to operate.

On other software I've used you have to cancel an appointment before you can move it, but in Millennium you just tell the software to move the appointment and it does it automatically. "It's very user-friendly.

There are so many reports it can generate that it's untrue! It does everything but brush your teeth. "It can tell you who hasn't been back for a couple of months, who didn't show up for their appointment, and even who likes sugar in their coffee.

"I even suggested an extra feature I'd like to see in it, and within three months they'd incorporated it into the software! "I suggested it because my wife keeps all the prices of treatments in her head, but I don't. So when a client rings for an appointment and asks the price of a treatment, I can tell her right away instead of having to ask her to hold, minimising the window, looking up the price, and telling her. This is a lot more professional.

"The most impressive thing about Millennium is their back-up. I've never come across anything like it in my 25 years in business. "I've never once rung them and not been able to get someone who knew the answer. "If anyone told me they were setting up a salon and wanted me to recommend a software package, it would be Millennium every time – and by a mile."