Ticketing Point of Sale (POS) Solution for Theme Parks & Special Events

A case study

PRO**TEAM**

Business Need

2000+ man hours of experience in POS space as a dedicated team

The client sought to develop a touch screen based ticketing Point-of-sale software application for his theme park.

The client was finding it extremely difficult to manage operations with manual mode of issuing tickets for various events, mostly the events that are popular.

The conventional way of transaction was incapable of giving any insight on the customers' general behaviour towards the events and their lifestyle. The client wanted to know his customers and their pattern or frequency at which they visit his theme park. He wanted to get rid of long waiting time for his customers for buying tickets who visit his theme park. People visit theme park for unique experience, long waiting time at the queue to buy any general admission event ticket spoil their mood.
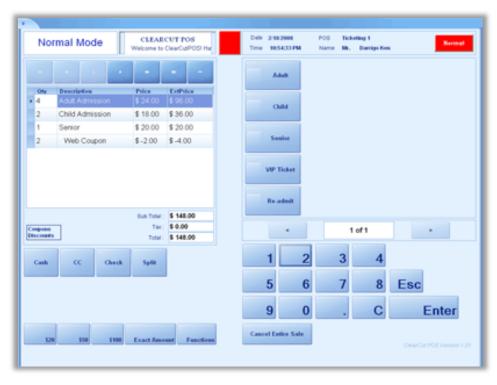
The need of the hour was quick and effective order entry. One system that will handle Ticketing, Concession, and Retail operations. A system that delivers unique experience from the very first thought of his theme park. A system with easy-to-use graphical interface which allows your cashiers seamless transition from Ticketing, to Retail, to Concession without having to learn a new system. A system, that efficiently captures every piece of information that is vital to your business.

A Theme Park is a classic example where people expect something different and they pay for the experience they cherish.

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Major Challenges

Every client

is important

To think with

speed,

flexibility and

an open mind

- Managing multiple cash counter simultaneously
- Smooth operation even when the Server is down
- Issuing tickets simultaneously from multiple counters when the network connection is lost
- Use the same application for selling various tickets from various ticket counters and various commodities in various stalls inside the theme park
- Ticket validation
- Handling single entry and multiple entry tickets

Ticketing Point of Sale

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Solution

A unique product for Theme Parks and Special Events

All complex problems have simple solutions. But the solution appears to be simple only when successful implementation takes place and the application performs flawlessly in line with the business logic. In our case also we experienced nothing different. We were successful in figuring out simple solutions after defining all the complex problems.

Theme Parks have multiple entry points and multiple Cash Counters from where patrons can buy entry tickets. To manage multiple cash counters, ProTeam deployed a centralized database server which communicates to all the nodes (Cash Counters) connected to it.

Even when the internet is down, the centralized database server ensures that the transaction related operations within the theme park continue to happen uninterruptedly.

One of the major challenges that were encountered in terms of complexity was issuing tickets simultaneously from multiple counters and at the same time ensuring that there is no redundant ticket number. After much brain storming, ProTeam arrived at a simple solution - Assign unique Cash Counter id with ticket number. This not only made every ticket number unique but also revealed the counter number from where a particular ticket has been issued.

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Another complex problem was to use the same application for selling various commodities at various stalls inside the theme park, which means the application should be able to handle both ticket sale at various cash counters and commodity sales at various stalls. This challenge was handled by defining multiple types of tickets and products in the back office module. The Ticket sale is mapped to the ticket printer and commodity sale is mapped to the receipt printer.

This application is equipped with Ticket validation module which allows your facility to check and verify each ticket prior to entry. Once the ticket is sold in the system it becomes available to Access Control. A bar code scanner is used to validate each ticket. If the ticket is not in the system then the scan is rejected therefore cutting down counterfeit tickets. This module enable you to sell tickets that are valid on a single day, multiple days, or unlimited; Assign ticket uses for each entry point; Wireless barcode scanning for validation at each attraction's entry point; Audio or visual confirmation of valid ticket; Track unused tickets and Says no to counterfeit tickets. The access control is integrated with the centralized server for validating the ticket.
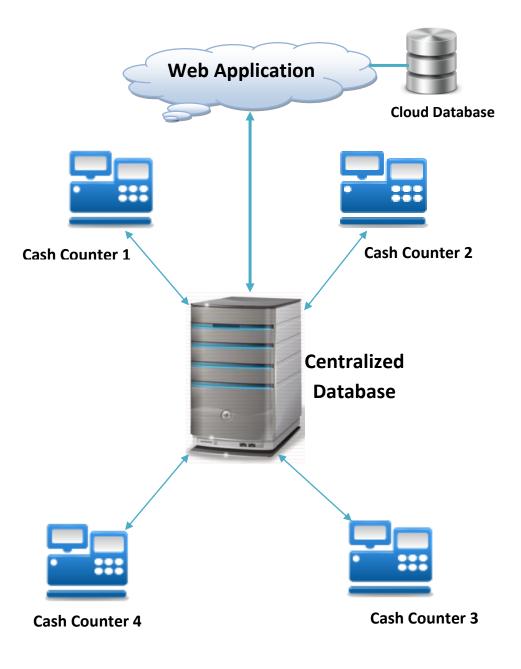
Remarkable option of data backup to counter the threat of data loss

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Architecture

The operation continues without interruption across the cash counters even when the internet is down

Web Application

Cloud Database

Cash Counter 1

Cash Counter 2

Centralized Database

Cash Counter 4

Cash Counter 3

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ADVANTAGE - PROTEAM

- ✓ One-stop shop for ISVs seeking Outsourced Product Development.
- ✓ 2000+ man hours of experience in POS application development and consulting.
- ✓ Access to highly trained and experienced technical and management resources.
- ✓ Video conference facility with the developers.
- ✓ Monitor developer's real time progress.
- ✓ Follow international process standards.
- ✓ Detailed documentation at every step ensuring complete transparency and zero ambiguity.
- ✓ Significantly lower cost of development by leveraging ODC.
- ✓ Faster product development guarantee accelerating time-to-market.

About ProTeam

ProTeam Softwares India Private Limited (PTL), is a leading global IT Service Provider, Outsourced Product Development and Business Process Outsourcing Services Company. Since inception in the year 2004, PTL have been successful in setting up competitive benchmark in building custom applications and managed services on a large scale in real-time environment for over 200 clients globally.

PTL's robust and exclusive development & enhancement model ensures high-quality delivery within the time frame at reduced costs. This makes PTL a highly desirable IT services partner across the globe.

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