



# The XML2010 Court Booking System

On-site & Online Court Booking For Squash & Tennis Clubs





## XML2010 COURT BOOKING SYSTEM

# On-site & Online Court Booking System



Streamline the management of your club and enhance your members' experience with the XML2010 Court Booking System.

With over 20 years experience in developing automated booking systems for squash clubs, Payne Automation (ISO 9001 Certified) has produced a complete on-site and online solution for managing squash, racquetball and tennis courts.

### ***A combination of hardware and software technologies***

The XML2010 Court Booking System integrates both hardware and software technologies to offer a fully integrated system with extensive features on-site, courtside and online.

By implementing the XML2010 you are not restricting yourself to the limitations of a predominantly hardware or software based solution.

Increase your club's revenues by maximising the use of your courts, while enhancing your members' enjoyment of your facilities.

### ***Purpose-built club equipment***

**3**

The XML2010's hardware has been designed and constructed specifically with the squash and tennis club environment in mind. Robust and full of features.

### ***XML booking and management software***

**4**

The latest XML technology delivers intuitive booking services via its on-site touch screen panel software and via the Internet, as well as a wide range of management tools.

### ***Unmanned court management***

**5**

With a fool-proof electronic fob identification system, and a credit-only philosophy that will allow you to leave your club running and watch your revenues grow.

### ***An enhanced experience for members***

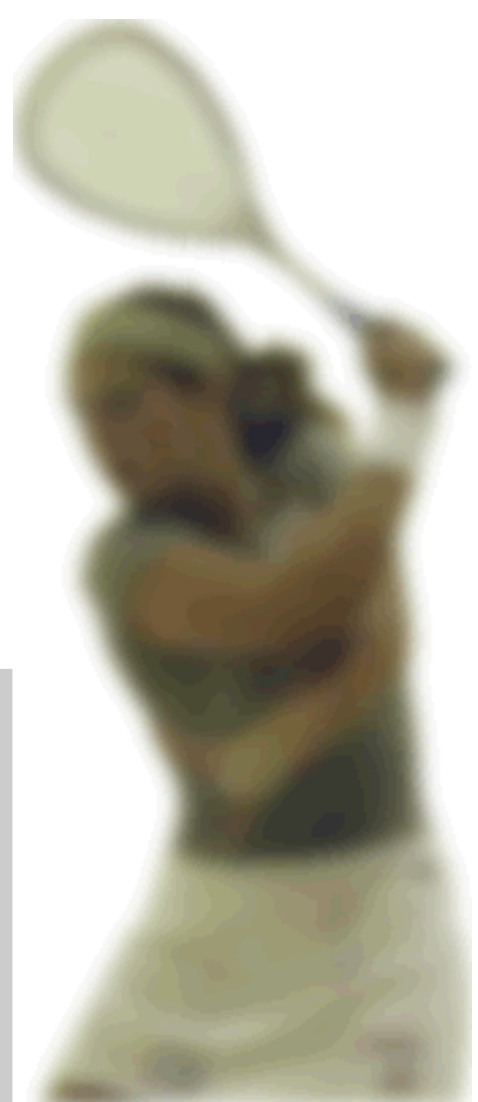
**6**

Create a stress-free environment for your members to keep them coming back for more.

### ***A turnkey solution for your club***

**7**

The XML2010 Court Booking System is a complete package that is ready to use from the moment of installation.



### ***"a complete on-site and online solution"***

- ⇒ **Book courts reliably at your club or online, with no supervision at all**
- ⇒ **Maximise the use of your courts and your revenue**
- ⇒ **Enhance your members' experience with easy booking and courtside features**
- ⇒ **Manage your club members effectively**
- ⇒ **Automate your court lights and heaters**
- ⇒ **A plethora of management features available**



## XML2010 COURT BOOKING SYSTEM

# Purpose-Built Club Equipment

The XML2010 court booking equipment has been designed and constructed specifically with the squash and tennis club environment in mind.

Robust and yet geared towards providing a practical and unmanned means of automating your club, the XML2010 hardware offers several on-site features that are not normally catered for by predominantly software based solutions.

Furthermore, the elegant design of the main console and court-side features will help you to keep your club looking great for your members.

### ***Durable, vandal-resistant and safe***

**Stainless Steel Casing** - The casing on the XML2010's main touch screen console, courtside controllers and courtside timers stands up to the most aggressive use as well as longer term wear and tear.

**Hairline Joins** - The main console's casing has been made with precision so that the gaps between the door edges and the main casing are not wide enough to fit a flat head screwdriver, preventing unwanted access to the inside of the console.

**Rounded Edges** - The stainless steel casing has smooth rounded edges to avoid injury.

**Shatter-Proof Touch Screen Panel** - The main console's touch screen panel is designed to withstand the hardest of impacts. Mouse and keyboard are not required.

**No Cash Inside** - The XML2010's main console is mounted on a wall the other side of a secure room and/or safe. Any coins deposited in the machine instantly pass through the wall to the secured area, protecting your income and discouraging potential thieves from breaking into the console.

As part of Payne Automation's support commitment, your system's hardware is maintained on a periodic basis, and replacement parts are supplied and fitted when necessary.



*“designed and constructed specifically with the squash and tennis club environment in mind”*

- ⇒ On-site touch screen panel booking
- ⇒ Automatic court light / heater switches
- ⇒ Vandal-resistant stainless steel consoles
- ⇒ Coin mechanism for cash top-ups
- ⇒ Electronic membership fob readers
- ⇒ Courtside controllers
- ⇒ In-built printer for printed receipts
- ⇒ Uninterrupted power supply (UPS)
- ⇒ Courtside time displays (optional)
- ⇒ Door entry systems (optional)



### ***Fully integrated hardware***

The XML2010's hardware is fully integrated with its software to produce the definitive squash and tennis court booking system.

Full integration enables both the on-site and online elements to work cohesively without any supervision, allowing your members to make the most of the XML2010's many booking and courtside features.

The XML2010's flexibility and control are key to automating your club.





## XML2010 COURT BOOKING SYSTEM

# XML Booking & Management Software

Payne Automation has been developing software for 20 years and brings the latest XML software technology to the squash and tennis world. This technology grants the XML2010 the functionality and flexibility not present in predominantly hardware-based solutions, revolutionising the way your club operates.

### Highly configurable system

The XML2010's management software is used to configure the system to fit your club's membership types and privileges, as well as each individual court's time slots and prices. Complex rules can be set up to manage the use of your facilities. *E.g. Junior members are only allowed to book up to 3 peak time courts at any one time, at a higher price than Senior members, excluding weekends.*

### Managing your club on-site or remotely

The management software is Microsoft Windows compatible and can be run either on computers within your club's PC network, or on the Internet, without any installation needed.

### Rich in functionality

The management software can carry out a wide range of administrative operations, including bulk bookings, managing memberships, creating reports and administrating leagues. The software allows club managers to chose from a growing range of 'Plug-In' features, to complement its core functionality.

The screenshots show the software's user interface. One window displays 'Evening Booking' for Court 1 on Saturday 17 Apr 2004 at 6:15 PM for £4.50. Another window shows a weekly booking calendar for Court 1, with a key indicating 'Low (£) left', 'Medium (£) left', and 'High (£) left' price categories. A third window shows a detailed view of the calendar for April 2004, with a mouse cursor hovering over a booking for 7:45 AM on 1st April for £3.75.

### XML technology - the next generation.

XML is defined by the World Wide Web Consortium as *the* way to transfer information from point to point in a platform and language independent manner.

It is XML technology that allows the XML2010 Court Booking System to pioneer the next generation of web-enabled court management systems that can operate seamlessly over the Internet and your intranet/broadband network.

By facilitating a real time transfer of data between its online booking centre, on-site terminals and management stations using XML, the XML2010's functionality is unrivalled.

The screenshot shows the 'System Manager (Override)' interface for 'SQUASH COURT 1' on 'Thu 23 Sep 2004 at 8:30 pm'. It features a grid with time slots (9:15 am to 8:15 pm) and dates from Mon 29 Sep 2004 to Sun 26 Sep 2004. The grid uses colored dots to indicate booking status. Navigation buttons include 'THE WEEK', '← EARLIER', 'LATER →', 'Your Account Details', and 'Log Off'.

### Booking courts on-site and online

Booking courts on-site at the main touch screen console could not be easier. Once members press their identification fobs against the 'ibutton' readers, they are introduced to the main booking screen, where they are able to scroll intuitively to the court number, court time and date that they are interested in and book. The system immediately deducts the cost from their credit and then prints out a receipt for the booking. Members can add to their credit by using the coin slot on the console for which they are also given a receipt.

Your club's XML2010 online booking website is accessed via a web browser, with a username and password that is allocated to each member. The website is 'Cookie-free' and will therefore not be blocked by internet security features.

Once logged in, members can book courts and top up their credit with a credit card. Confirmations of transactions are sent automatically by email.

*“revolutionising the way your club operates”*

- ⇒ Real-time online booking facility
- ⇒ Online credit card top-ups
- ⇒ Intuitive on-site booking features
- ⇒ Remote court and member management
- ⇒ Full configurability of membership types and court times
- ⇒ Optional plug-in modules
- ⇒ Full PC network integration
- ⇒ Automatic email notifications



## XML2010 COURT BOOKING SYSTEM

# Unmanned Court Management

Club management cannot always be on-site all the time. Some clubs run on a trust basis that is easily abused. Other clubs have to restrict their opening times to when there is a manager available.

With the XML2010, no supervision is necessary. Once configured, it can operate unmanned without compromising on your members' enjoyment or the club's potential income. The XML2010's unmanned environment allows you to sit back and watch your revenue grow.

### **Credit-only system**

The XML2010's philosophy is simple: if you don't pay, you don't play. Its credit only system ensures that there are no outstanding debts by permitting only members with credit to book courts, simultaneously eliminating any extra administration.

However, in order to make this method effective, the XML2010 provides different ways in which members can top up their credit:

1. Using the coin slot on the main console in the club
2. Online via PayPal®, using a credit card.
3. At the club reception desk, where an authorised person accepts payment and credits the members via the management software.



*“sit back and watch your revenue grow”*

- ⇒ **Save money on your club's lighting and heating bills**
- ⇒ **Extend your opening hours**
- ⇒ **Give your members free reign of your club**
- ⇒ **Control who uses your facilities when**
- ⇒ **No outstanding debts for members**
- ⇒ **No usernames or passwords needed**
- ⇒ **Quick member identification and authorisation**

### **Fob-based identification**

To use the XML2010 on-site, no username or password is needed. Members can book courts, access their accounts or extend their game, by simply placing their electronic fob on the fob readers found on the main console or court-side controllers.

Each member of your club is given an electronic fob, or 'ibutton' that is programmed with a unique key recognised by the system. Once the club manager assigns this key to an account, the member is free to use the system.

Unlike some fob systems, no personal information is held on the ibutton itself, in case it is lost or stolen. If lost, the fob is easily cancelled by the manager, and a new one is assigned. If stolen, the fob is useless as it can only book courts for the owner and is therefore easily traceable.

Furthermore, you can control who enters certain areas of your club by implementing the fob system to control your doors. The XML2010's optional door entry systems can be configured with different access privileges for each door, restricting certain members at certain times.

### **Automatic court lights and heaters**

Integrated court-side relay switches can control the use of your court lights and heaters that will benefit your club by ensuring that no unnecessary costs are incurred when courts are not in use, and by preventing courts from being used when they have not been paid for.

## Receipts and Confirmations

In an unmanned environment, it is especially important that club members are assured that their transactions have been processed successfully and that they have proof of them, in case of any misunderstanding. Therefore either a confirmation or a receipt is given for transactions using the XML2010 system:

**Bookings / cancellations at the main console-** Printed receipt and email confirmation (optional)

**Bookings / cancellations online** - Email confirmation

**Cash top-ups at the main console-** Printed receipt and email confirmation (optional)

**Credit card top-ups online-** Email confirmation (PayPal®)

**Replacing receipt paper** - When receipt paper in the main console has run out, the system will print out receipts for all bookings made when the club manager replaces the paper. (optional)



## XML2010 COURT BOOKING SYSTEM

# An Enhanced Experience For Members

The key to making you members happy is to eliminate any element of stress involved in booking and using your club's facilities. The XML2010 Court Booking System is able to achieve a stress-free environment by targeting the different activities members undertake to do just that.

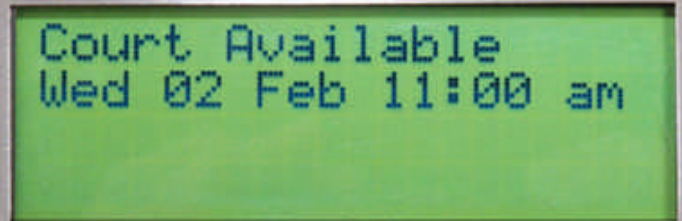
### ***Fair and easy booking***

Members no longer need to go to the club to make a booking. The XML2010 brings booking to their homes, offices and anywhere on the Internet.

The online element of the system facilitates real time booking, creating a fair environment. When booking a court online, the selected booking time slot is temporarily held for a maximum of two minutes until the user has confirmed it, thus allowing for slow or interrupted Internet connections. Once the two minutes are up, the booking becomes available to other users online and on-site.

### ***"a stress-free environment"***

- ⇒ **Make your club's services more widely available with real time online booking**
- ⇒ **Intuitive touch screen and online booking displays**
- ⇒ **Fair booking environment**
- ⇒ **No need to bring money to the club**
- ⇒ **Give your players more courtside options and information**
- ⇒ **No nonsense, no time wasting with the fob system**



### ***Courtside controllers***

Small control boxes equipped with a fob reader and a LCD display are installed outside every court, offering members a series of courtside features. The LCD display shows people outside the court that it is booked, giving the name of the person that has booked it as well as the time left for that session.

The courtside controllers permit players to extend their game, if the court has not already been booked by someone else, when they place their fob on the fob reader. The lights stay on for an extra determined amount of time and the member is debited a partial fee for the extension.

### ***Courtside timers***

As an option, time display boxes can be mounted above each indoor court, within view of both the players and the gallery. When a game is in session, the courtside timers show how long is left of the booking. As soon as the allocated time has ended and the lights turn off, the timers revert back to showing the current time.

### ***A stress-free environment***

Forgetting to bring money, or not having the right change used to be annoying. With the credit-only system, members need not bring any money with them at all. All they need to do is to top up credit, either online or at the club, whenever they remember. All that members have to remember are their fobs. Fobs fit easily on key-rings and eliminate time wasted on typing in usernames and passwords, while the purposely-designed touch screen display means no fiddly keyboard or mouse.



## XML2010 COURT BOOKING SYSTEM

# A Turnkey Solution For Your Club



The XML2010 Court Booking System is a turnkey solution for squash, racquetball and indoor tennis clubs. A complete package that includes all the hardware, software, installation and support, the XML2010 is a self-configurable system that is ready to use from the moment of installation.

### ***All integral components included***

Since the XML2010's main quality is that it is a fully integrated system, both its on-site and online elements are standard. Touch screen panel, courtside controllers, lights and heater relay switches, uninterrupted power supply pack, cabling and software are included.

### ***Optional features***

Optional features include courtside timers, door entry systems and 'Plug-In' software modules can be added at any time.

### ***XML2010 Pricing***

The XML2010 Court Booking System is priced according to the size of your squash club. *i.e. number of courts, members etc.*

Pricing consists of two elements:

1. An up-front capital cost that includes the hardware and installation of the system, calculated according to the equipment needed for the number of courts in the club.
2. An annual maintenance, web-service and support cost that is calculated as a fixed price per court. The fixed price is determined by the number of members your club has.

### ***Broadband Internet***

Clubs using the XML2010 are required to subscribe to an ADSL broadband connection in order for it to deliver its online booking service and allow Payne Automation to backup booking data. However, the on-site system can run independently of the Internet in the event of a loss of connection.

## Our Support Commitment

Upon selling the XML2010 Court Booking System, Payne Automation (ISO 9001 Certified), will enter into a commitment to help its customers get the most out of the system.

### **Software Support**

**Regular backups** - Thanks to the XML2010's online capabilities, Payne Automation is able to back up all your booking data over the Internet.

**Online diagnostics** - In the event of a fault, online diagnostics and repairs can be carried out from our offices. No need to wait for a technician to come down.

**Virus and hacker protection** - We take responsibility of ensuring that your system is secure and free from online virus and hacker threats. We supply the system with anti-virus and trojan horse software, which we will keep up-to-date.

**Telephone support** - Payne Automation's support lines will be open to users with queries or problems regarding the XML2010.

### **Hardware Maintenance**

Under our support commitment, we will schedule your XML2010 hardware to be maintained and replaced on a periodic basis. In the event of an equipment failure, we will supply and fit any necessary replacements.

## THE NEXT STEP...

1. Ask us for a list of existing customers nearby to see the XML2010 in operation.
2. Contact us to obtain an accurate quotation for your club.
3. We will come to your club and give a demonstration of the system.

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# www.booksquash.com

“The feedback we are getting from members is extremely positive. Internet booking is proving popular with already nearly 40% of the courts being booked via that route...”

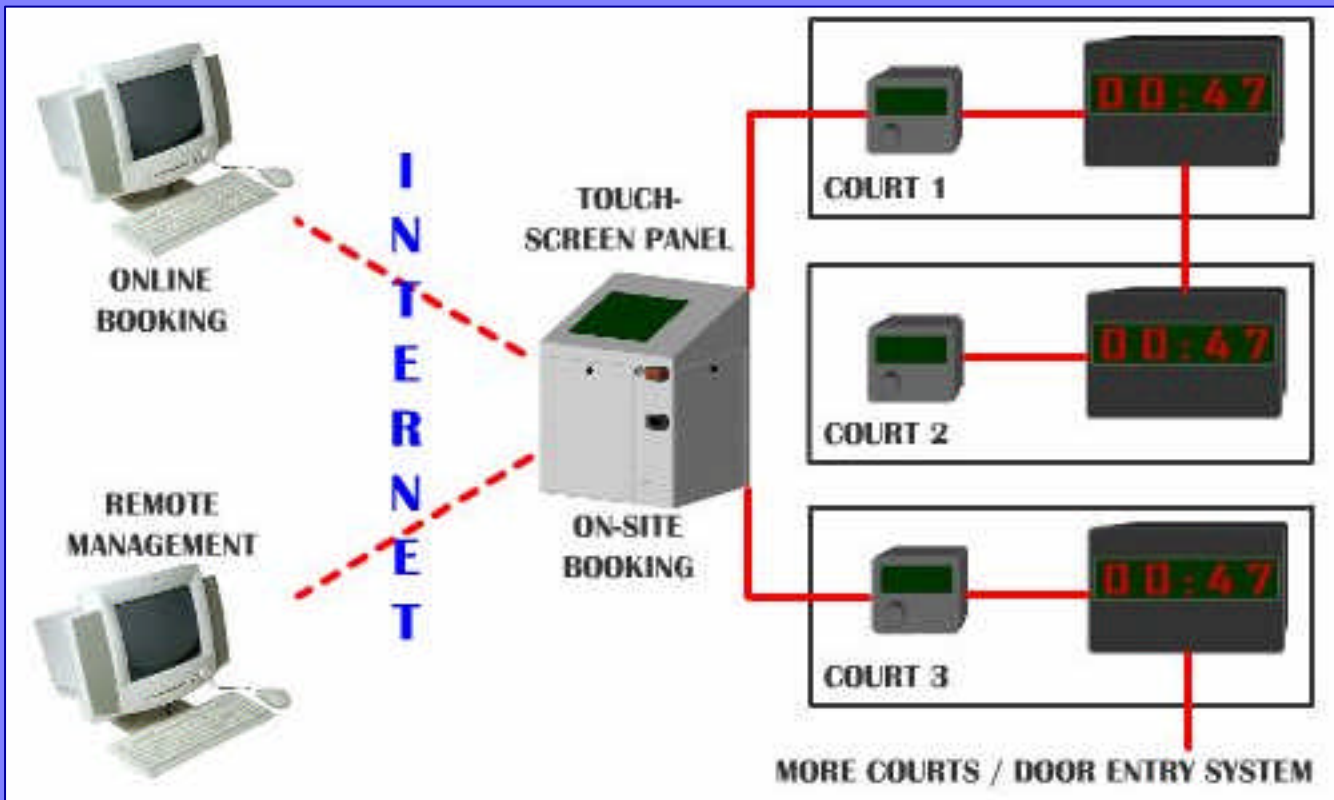
The visibility of who has booked each court from the kiosk and via the courtside controllers is another positive feature as are the on court timers...

Using the statistics from the booking data the Squash Committee are now starting to build up will prove useful in helping them decide the best policies to optimise court time...

Early evidence suggests that court bookings have increased as a direct result of the new capabilities...”

- Steve Elms, Chairman of Berkhamsted Lawn Tennis & Squash Rackets Club

An overview of the XML2010 setup:



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