

STARFLEET
BUSINESS
SOLUTIONS
CUSTOMER PROFILE



THE ALZBURG INN,
Mansfield, Victoria

The Alzburg Inn, close to Victoria's Mount Buller, is a strong attraction for tourists and skiers alike. This well appointed, comfortable, fifty room motel, restaurant and bar complex has been in business for over twenty-three years and has integrated a tour operating service into its operations.

Pat Bono, Managing Director of the Alzburg Inn installed a Starfleet Property Management System in 1999 to take care of accommodation, tour operation, and bar and restaurant facilities. A smooth interface between these facets of the Alzburg Inn business was a key issue. Pat Bono cites the reasons for investing in the Starfleet software package:

"We looked around at what was available in the market, finally narrowing our choice to four software systems. Starfleet stood out because of its ability to meet our needs for programs that integrated our tour operations. Just to explain that further: we provide comprehensive packages which include transportation to and from Melbourne, for example, including detailed manifests for the pick-up of guests at various greater metropolitan locations, transport to and from the ski runs, lift tickets, hiring of clothing, etc. ."

"Although Starfleet Business Solutions was not as visible in the market place as its competitors, we were impressed with both its readiness to understand our requirements and to mould their software around our needs as well as its very competitive pricing. The Starfleet system has lived up to our expectations and so have the service aspects."

HARDWARE AND SOFTWARE

Hardware comprises nine networked Windows PC's, and Starfleet software comprises Front Office, Debtors, PABX Link, Touch Screen Point of Sale, as well as integrated Tour Booking and Ticketing.



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