

Why do our customers love us?

With a 99% customer satisfaction rate coupled with our award-winning service, we know you'll love working with KC Solutions as much as everyone else does!

EPOS Project Requirements

CHINERY 6- BUILT

- 38 tills Integrate with Exchequer
 - Handle high visitor volumes
- Advanced reporting
- Tablet-based "Queue Busting"
- Easily change item pricing at the till
- Manage all museum functions from one system
- Efficient stock control with barcoding
- Pre-paid, reserved & pay-at-arrival tickets
 - Easily add/amend users
 - Loyalty & user profiling

Beamish Museum



Beamish Museum needed a reliable, robust EPOS system which could handle a high volume of visitor bookings and admissions with ease.

Beamish is a world-famous open air museum, telling the story of life in the North East during the 1820s, 1900s and 1940s. Their requirement to take admissions and run various shops and cafes across the site meant they needed a solution to manage everything from one system. KCPOS could meet this requirement easily with its native integration with their in-house accounting software: Exchequer.

Implementing KCPOS has enabled Beamish to improve their customer service and efficiency through a new ticketing and bookings system. Linking directly to Exchequer and integrating with DigiTickets has enabled them to identify areas for improvement, and account for shifts in trends with greater agility. Due to all 38 tills and devices being controlled by a centralised system, Beamish can control and manage each individual area of the business and produce reports simply and effectively, eradicating their former manual methods.

Staff at Beamish have required minimal training on the user-friendly interface and it's proved to revolutionise their day-to-day processes by making things easier, faster and more streamlined, allowing them to focus on their customers.

Since implementation of KCPOS, Beamish can now make more informed business decisions quicker and address seasonal differences easier, allowing them to grow and improve customer experience, in turn improving their bottom line.

