



Newsletter



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## **Chelsea Register Office and ECR ....A Perfect Union!**

Situated in the Old Town Hall in Kings Road, within the Royal Borough of Kensington and Chelsea, the Chelsea Register Office is synonymous with celebrity



weddings. Judy Garland, David Niven, George Best and Patrick Viera are amongst a host of world

famous celebrities who have 'tied the knot' within the walls of this graceful Victorian building. In February 2006 the Superintendent Registrar, Andrew Kenyon contacted ECR with a view to updating the old cash register system with an up-to-date EpoS version. High on his list of requirements was an accurate reporting system which allowed detailed analysis of all certificates issued. Andrew stated that it was an essential requirement of the system to print reports detailing information such as date of issue, type of certificate and cost. He also stressed the importance of the system being straight forward and easy to use.

The system ECR recommended covered all of their requirements, including information such as time

of issue, method of payment and serving member of staff. Civil Ceremonies such as renewal of vows, naming ceremonies, civil partnership and citizenship ceremonies were also catered for. ECR's Project Manager dealt with the installation and discussed screen layouts with the RegisterOffice staff. Services were grouped into individual departments, specifically separating Statutory and non-statutory certificates.

In order to make the screen as user-friendly as possible departments were colour coded with drop down menus. As the menus flowed from screen to screen, this eliminated the

## **ECR Introduces their new Hand Held Terminal.**

ECR are proud to have been chosen as the UK dealers for the Canon kt-1 hand held terminal. As the new addition to their hardware range, the KT-1 offers a fully functioning capability that no other unit offers worldwide. This includes a fully certified, mobile Chip & Pin unit. The terminal comes equipped with integral thermal printer, barcode

reader and optional Wi-Fi, GPRS and Bluetooth module options. This revolutionary new unit enables you to literally take the point of sale and the payment method to the customer. With the added security of using a certified chip and pin solution, it is not surprising that interest in this terminal has been overwhelming.

Imagine secure card payment anywhere, whether it is in a queue, at a table or even on board a train.

unit can run any other Windows mobile application such as the Internet, email and route planning. The ability to communicate in real time with back office systems, is one more reason retailers are choosing the hand-held option.





## THE ECR INTERVIEW...

### Meet Avtar Singh - Finance Director

Avtar has many years experience in accountancy alongside his fellowship of the association of chartered certified accountants. As a Bachelor of Science and a Postgraduate in Personnel

Management, he is well qualified to keep control of a busy finance department. Joining the team of a fast-growing company like ECR, his expertise ensures all financial and operational affairs run smoothly. On a day to day basis, operating a Sage accounting system, Avtar liaises with ECR customers, ensuring they are happy and continue to do business with the company. Payroll, cash flow forecasts and budgets are all part of a typical productive month for ECR's Finance Director.

**"Knowing my management skills contribute to the success of the company, gives me a great feeling of job satisfaction."** says Avtar.

When he is not keeping the VAT man happy, he enjoys cricket and relaxing with the family.

## ISO Registration for ECR

In August 2006 ECR became a registered member of the International Organisation for Standardisation. The ISO is the world's largest developer of standards and seeks to safeguard consumers, ensuring registered companies offer products and services which conform to high standards of quality and reliability. As a supplier, this means ECR can base product development on specifications that have wide acceptance in their sectors. ECR are delighted to offer their customers this peace of mi



## BRITISH AIRWAYS CLUBS CASE STUDY

Located at Heathow and Gatwick airports, British Airways Clubs



offer a vast array of sporting and leisure facilities for their employees and their families. Club members enjoy the use of licensed bars and restaurants, as well as function and meeting rooms located at the Concorde club. Having been satisfied customers of ECR for nine years, when the Heathrow club decided to upgrade their system, ECR were the obvious choice. However in 2003 the club went to tender and due to

restraints of the club, a third party local software company won the contract due to the very low price for support. It soon became obvious that the new provider was not matching the level of service that the club was used to from ECR. In early 2004, Kevin Shults the Facilities Manager for the clubs, approached ECR with a view to re-implementing their previous support contract. After a short consultation, ECR were able to upgrade the system and also put into place a number of improvements to the delight of the club. The Wingspan Club located close to Gatwick airport soon followed suit and a new system was installed in 2005. The clubs were now required to operate as 'stand-alone' businesses, as operating

on a Windows XP Client/Server network on two PC's, situated in the Steward's office. It was linked to Epos terminals in the various bars as well as the Pavilion bar, that is over 100 metres away, via a WiFi link. The Wingspan club has two terminals that are linked direct to back office. Says Kevin Shults "Our bar and restaurant areas are very popular make an important contribution to the clubs financial well being. We are now running in a business environment and therefore the till systems needed to be highly efficient whilst keeping costs down. We pride ourselves with high service standards and our attitude which is both professional

