



CENTAMAN Systems

Simple solutions for complex problems



Visitor Attraction Management Solution

The **CENTAMAN Visitor Attractions Management System** is a comprehensive suite of solutions for the complete management of a Tourist or Visitor Attraction including Zoos, Aquariums, Theme Parks, Museums, Galleries and more.

Our fully integrated solution is suitable for all venues with a wide variety of customer facilities and needs including general admission ticketing, food and beverage outlets, gift shops, online ticketing, accommodation and venue bookings, turnstiles and access control, memberships, car parking and self service kiosks.

Our solution has been developed in conjunction with a variety of operators over the years and is installed in major sites around the world.

Point of Sale for Concession/Retail Outlets

- Advanced Point of Sale for General Admission, Gift Shops, Food and Beverage outlets and Concessions
- Single integrated solution including flexible, multi-tier pricing, staff and member discounts and limited time sale prices
- Stock Management System for complete inventory control including tracking purchase orders and goods received
- Integrated Credit, Debit and Gift Card processing solution to minimise transaction time and errors
- MobiPOS® handheld terminals that enable fast and flexible deployment for queue busting and temporary entrances or overflows
- Car Parking Systems for automatic entry/exit using pre-paid tickets, cash or credit card payments

Annual Pass and Frequent Visitors

- Flexible membership categories including individual, family, time based, multi-visit and restricted period
- Credit card, direct debit, instalment and invoice payment options
- Online Membership Portal for web sign-up and self-service
- Advanced reporting including zip code and demographic analysis
- Customer Relationship Management including mail merge, email and SMS communication for direct mail, newsletters and promotions
- Support for Loyalty Rewards Programs including automatic points tracking for customers

Ticketing and Print@Home Web Portal

- Internet ticketing portal for on-line event ticket sales and print at home tickets linked to Membership and CRM system for marketing and reporting
- Flexible ticketing options including seat/table allocation and general admission suitable for balls, concerts, events and more
- Support for agent sales including automatic commission payments
- Ticket Kiosks for remote locations and customer self service
- Integrated Access Control Systems including turnstiles, smartcard and RFID systems
- Support for multi-venue passes

Booking Management System

- Comprehensive Booking Management System for shows, theatres and events including school groups, repeat bookings, invoicing and payment management
- Accommodation and overnight stay booking including housekeeping functions and room charge for tickets, meals, gift shop and other items
- Function and Event management including scheduling and booking meeting rooms and event resources, invoicing and running sheets
- Program Management software for education programs

Venue Operations

- Staff administration module for tracking timesheets and Staff Training and Accreditation
- Integration to leading accounting packages for reconciliation

Key Features

- Rich suite of integrated modules
- Flexible and simple to use
- Online enabled
- Integrated Credit Card processing
- Built on Microsoft technology including Windows® XP and SQL Server®
- Deployable using thin client technology
- Integrates with a wide range of hardware and peripherals
- Supports multi-site installations
- Mail Merge, Email, Fax and SMS communication
- Interfaces with popular accounting packages
- Full Security and Audit Capability
- Minimise Loss Prevention

At a glance

- Fully configurable bookings system
- Point of Sale plus Stock control for Retail Outlets
- Advanced Ticketing Functions
- Membership system with CRM and Loyalty Rewards
- Integrated Access Control
- Comprehensive Reporting



"It's all about providing convenience & improved ease of entry"

Steve Skarott - Taronga Zoo

The Taronga Conservation Society Australia operates Taronga Zoo in Sydney and Taronga Western Plains Zoo in Dubbo which attract in excess of 1.5m visitors a year as two of Australia's most high profile tourist attractions. The Society uses CENTAMAN as its core Venue Management and Ticketing system across both facilities.

"We had been looking for a single solution that would provide us with the flexibility to manage our many venue needs including: retail stores, gift shops, education programs and tour bookings, conferences, functions, events and online ticketing. We looked at a number of different solutions from right around the world and CENTAMAN was the only company that could meet all of our requirements."

Steve Skarott

General Manager of Marketing, Guest Services & Commercial Operations,
Taronga and Western Plains Zoos.



CENTAMAN Systems is a market leader in computer systems for the Leisure, Tourism and Attraction markets. We were founded in 1991 in Sydney, Australia and now have 8 offices worldwide with 40 employees and are incorporated with significant backing from ANZ Bank, one of the largest banks in Australia.

All of our software has been designed and developed by us in-house over the last 17 years with significant input from our customers. Our solutions have been installed in more than 850 customer sites throughout the World including major installations in USA, Thailand, Korea, New Zealand and Australia.

- ### Support & Services
- 24 x 7 x 365 support
 - Local professional services team providing project management, onsite assistance, training and 'go-live' support
 - Specialist hardware supply and support
 - Payment systems including integrated credit card at POS and internet payment gateways
 - Regular product upgrades
 - Full system documentation, training guides and manuals available
 - Data conversion from most other systems
 - Provider of a complete range of quality ticket stock, cards and other consumables

- ### Other Solutions
- Aquatic, Leisure Center and Health Club Solutions
 - Government and Enterprise Booking Solutions
 - Point of Sale and Stock & Inventory Solutions
 - Membership and CRM Solutions
 - Turnstiles, Ticketing and Access Control Solutions

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