The Assistant Manager™

CASE STUDIES FOR NON PROFITS

Case #1 - A museum in Kentucky has a one-day event annually that produces nearly $1 million in sales. Their existing system had problems handling that volume that caused slowdowns and downtime during this event and others.

TAM's proven POS solutions have now processed these events with no slowdowns or downtime for many years. Our POS application's thin design and two stage real-time processing not only reliably supports these volume levels but can support even more.

Case #2 - A botanical garden in Maine was experiencing overbooking of sold-out events and workshops online. Their existing ecommerce solution had no real-time integration to the brick and mortar which led to data inaccuracies.

TAM's Ecommerce engine now sits behind this garden's web presence and provides a single solution to support all business units including merchandise sales, admissions, memberships, fundraising, and groups sales. Our ecommerce module does this all in a responsive, scalable, and secure way.

Case #3 - A zoo in Illinois was using a separate inventory management application to support both their merchandise POS and dining POS that was real-time, and the integration was not 100% accurate.

TAM's inventory management module is developed by us and designed to seamlessly support all business units. This allows both food and merchandise to utilize inventory tracking SKUs to accurately track inventory levels, sales activity, and historical performance in real-time. With features like store balancing, on-screen ordering with split purchase orders, easy and accurate mobile physical inventory count, TAM had what this zoo needed.

Case #4 - A zoo in Missouri needed a system that was designed to support all commerce operations throughout the park. Having siloed systems in multiple data stores made data sharing and reporting labor intensive and inaccurate.

TAM has been providing convergence of commerce for its end-user organizations for over four decades. The zoo implemented TAM to automate merchandise sales, dining including self-serve, cash and carry, and table service, fundraising, membership management, and ecommerce. All business units now have access to an integrated centralized data store. Reports are produced accurately in real-time by business unit or consolidated including some or all business units with a click of a mouse.

Case #5 - A museum in North Carolina had concerns about implementing a system that required organization-wide implementation based on their internal resources that had availability for a phased implementation.

We developed and deployed TAM in a modular approach. This means each of our customers' implementations have been tailored to their specific needs, and resources available. This museum implemented TAM's suite of modules in a phased in approach that exactly met their needs and did not overwhelm their resources.

Case #6 - A children's museum in South Carolina was frustrated with the level of support they were receiving from a large SaaS solution provider in their industry. Once their contract was signed, the provider's help desk became unavailable and unresponsive. When they did reach someone, often the services were outsourced internationally.

Our Help Desk is available toll-free 24/7 and based in our offices in Mokena, Illinois just outside of Chicago. Our HDA's have typically over 7 years' experience working with TAM and non-profits throughout the US and Internationally.

Case #7 - A zoo in Michigan looking for ways to improve their new member's experience and eliminate the paperwork and delay in activating new memberships.

Our membership module provided their patrons with instant memberships regardless of whether they are purchased online or customer facing. They utilized our advanced digital benefits to further enhance the experience, reduce labor, and eliminate paperwork required. The benefits available varied on the membership level the patron selected. Renewals, upgrades, and downgrades are also automatically tracked by TAM.

Case #8 - A Kansas museum's financial team was having trouble using inaccurate reports to share totals with their team. Their current process required excessive hours each month requiring many manual calculations. This led to less detail in the resulting financial reports, extra labor costs, and typically delays financial results each month.

The museum implemented our direct integration to QuickBooks and began posting journal entries automatically each night. Our integration summarizes activity and posts it to the appropriate accounts. Accuracy increased, labor costs decreased, and monthly financials are provided quickly.