

Company Presentation



WHO IS
TAC | The
Assistant
Company

TAC | The Assistant Company

Founded in 2001

6,500 simultaneous users

140 interfaces

18 languages

53 countries



Bernhard Rappold
SW Development

Gernot Tobisch
Operations

Thomas Roessler
Managing Director /
CEO

Guenther Poellabauer
Managing Director /
Marketing and Sales

Management Board

TAC IS SMART!

CUSTOMERS

EMPLOYEES

PARTNERS

Service

We thrive on excellent customer service and tailored solutions

We work together to create a harmonious working environment

We support our partners with products and solutions

Motivation

We are motivated, innovative and very open-minded

We are motivated to give our best

We are motivated to grow stronger together

Action

We delight our customers by exceeding their expectations

We are inquisitive and foster a sense of personal responsibility

We help our partners implement their projects

Respect

We treat our customers fairly and with respect

We respect each other and nurture a strong sense of fair play

We respect active engagement and efforts made

Technology

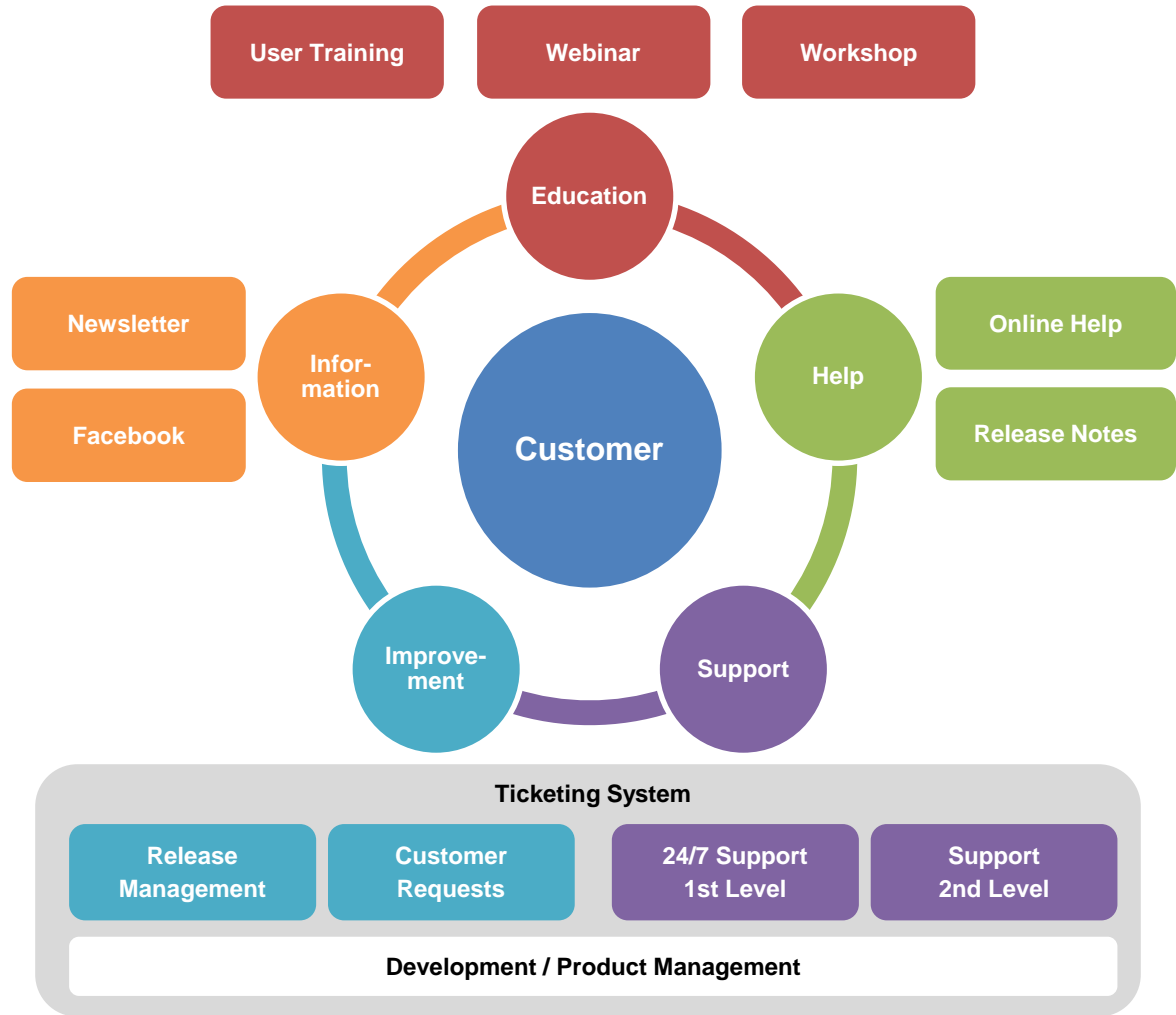
We provide the best integration and flexibility

We are enthusiastic about new technologies

We join hands in building on established and innovative technologies



CUSTOMER CARE



✓ Support

- 24/7
- Skype, Fax, Telephone, E-Mail
- Ticketing system

✓ TAC University

- User trainings
- Webinars
- Management workshops

✓ Online Help

- Run directly from the software
- Explanations with screenshots
- Release Notes

OFFICES

Hartberg (Austria, Europe)

Vienna (Austria, Europe)

Chicago (USA, North America)

25 Partners (Asia/Pacific, Australia, Europe, USA)

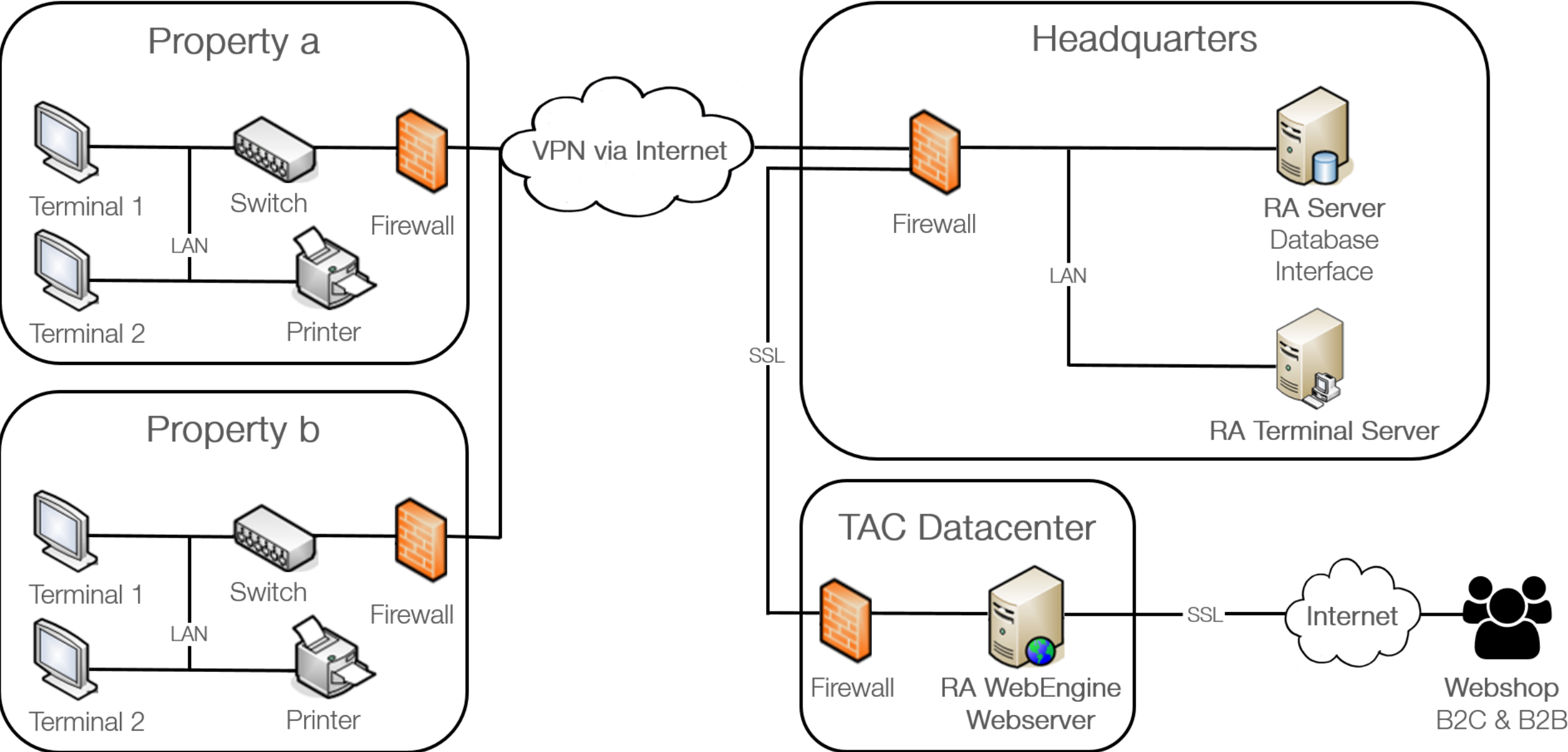


PARTNER NETWORK

TECHNOLOGY



MULTI-PROPERTY



A map of Europe and the Mediterranean region, heavily marked with red and yellow pushpins. The pushpins are concentrated along the coastlines of France, Italy, Greece, and the Balkans, as well as in the British Isles and Scandinavia. The map shows major cities like Paris, London, Rome, and Athens, and bodies of water like the Mediterranean Sea and the English Channel. The text "WHO ARE OUR CUSTOMERS?" is overlaid in large, bold, black letters.

**WHO ARE
OUR CUSTOMERS?**

The background image shows a spacious, modern interior, likely a lobby or atrium. It features a high ceiling with a grid of recessed lighting and large, arched windows that offer a view of greenery outside. A prominent glass door is centered in the background. The overall atmosphere is clean, bright, and professional.

Spa & Health

Management

Salon



Management

CLUBs

Membership Management



A scenic view of a golf course. In the foreground, a lush green fairway leads to a large, well-manicured green. To the left of the green is a sand trap. The background features a line of tall evergreen trees under a dramatic, cloudy sky. The overall atmosphere is serene and professional.

Golf

Reservation & Club Member Management

Restaurants

A romantic restaurant setting at night. In the foreground, a table is elegantly set with white linens, folded white napkins, and several wine glasses. A small vase with red roses sits in the center of the table. In the background, a city skyline is visible at night, with lights from buildings and a bridge reflecting on the water. The overall atmosphere is warm and intimate.

Table reservations

Resort



GUEST Experience



Cruise Ships

OUR CUSTOMERS

Spa & Health – Management

Fitness Club – Membership Management

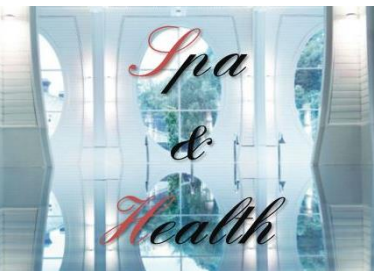
Resort – Guest Experience

Restaurant – Table Reservation

Golf – Reservation & Club Member
Management

Salon – Management

Cruise Ship – Management



REFERENCES



GHM

A STYLE TO REMEMBER



Resources are limited – Ideas are not

TAC | The Assistant Company

www.tac.eu.com

REFERENCES



THIS IS WHY IT'S RIGHT FOR YOU

- ✓ Mature product in use for 12+ years
- ✓ Multilingual (English, French, Spanish, Simplified Chinese, +14)
- ✓ Real-Time Web Booking – versatile Webservice API
- ✓ Ability to provide mixed structure 'Client Server' and "SaaS"
- ✓ Scalable and affordable to suit business needs
- ✓ Guest activities (spa, fitness, concierges, dining, golf, recreation)
- ✓ Enhanced marketing tools (SMS texting, e-mail, reports, social media)
- ✓ Real-time interfaces (PMS, in-room TV, digital signage)

OUR PRODUCTS



Reservation
Assistant

Spa & Activity Software



Club
Assistant

Membership Software

Management of limited resources



Reservation Assistant

Spa & Activity Software

PRODUCT OVERVIEW



Reservation
Assistant

Spa & Activity Software

- ✓ Fit for all spa and wellness activities
- ✓ Available in 18 languages
- ✓ Responsive mobile booking engine
- ✓ 140 real-time interfaces
- ✓ Rent or buy

MODULES



Reservation
Assistant

Spa & Activity Software



Webshop



Facebook Booking App



Digital Signage



Mobile App



Promotions



Club Assistant

Membership Software

PRODUCT OVERVIEW



Club
Assistant

Membership Software

- ✓ Smart membership management
- ✓ From check-in to accounts receivables
- ✓ Great functions and usability
- ✓ Easy integration
- ✓ Mobile use guarantees flexibility

MODULES



Club
Assistant

Membership Software



Webshop



Facebook Booking App



Digital Signage



Mobile App



Promotions



RESERVATION

SPA & ACTIVITY RESERVATION



- ✓ Scheduling of appointments
- ✓ Allocation of staff members, rooms, facilities and any other limited resources
- ✓ Bookings for classes, group activities, private lessons, medical appointments
- ✓ Optimized automatic appointment scheduling; with custom optimization criteria



POINT OF SALE

POINT OF SALE & RETAIL



- ✓ Fast check-out and settlement for services and retail; posting of any services and goods to hotel guests
- ✓ Folios, master accounts or other external billing systems
- ✓ Posting of revenue and payment method details (credit/debit)
- ✓ One-stop-shop settlement process for services in multiple departments
- ✓ Retail Store



STOCK CONTROL

STOCK CONTROL



- ✓ Managing supplier details
- ✓ Product details per supplier, purchase price
- ✓ Purchase order, suggested orders
- ✓ Evaluation of cost price using 'moving average' method
- ✓ Stock rotation reports
- ✓ Overview of incoming stock



PACKAGE RESERVATION

PACKAGE RESERVATION



- ✓ One-step reservation of multiple services across departments
- ✓ Sophisticated package calculation; revenue breakdown and automated split postings
- ✓ Visual identification of package appointments
- ✓ Package reporting



GIFT CERTIFICATES

GIFT CERTIFICATES / VOUCHER



- ✓ Create, print, sell and redeem gift certificates, value coupons, treatment vouchers and package vouchers for the Spa and the hotel at the POS and online
- ✓ Customized gift certificate layout
- ✓ Track the status for all gift certificates
- ✓ Register external gift certificates, gift cards
- ✓ Print serial number and barcode



EMPLOYEE SCHEDULING

EMPLOYEE SCHEDULING



- ✓ Quick entry at available times for all staff members, shift schedules
- ✓ Entry of non-working or other non-production times such as meal breaks, sick leave, training, vacations etc.
- ✓ Save working time profiles and apply schedules to multiple staff members at once
- ✓ Changes in working time made easy



CRM

CUSTOMER RELATIONSHIP MANAGEMENT



- ✓ Dynamic guest list filtering
 - By number of reservations,
 - Retail products, packages,
 - Sales volume, gender, age,
 - Market segment, city, nationality, membership
- ✓ Criteria for mail merging and other marketing activities
- ✓ Track guest conversion and marketing performance

A row of colorful lockers in shades of blue, pink, yellow, orange, and green. Each locker has a black handle with a key hanging from it. The keys are of various shapes and sizes, some with small tags attached. The background is slightly blurred, focusing attention on the lockers.

MEMBERSHIP MANAGEMENT

MEMBERSHIP MANAGEMENT



- ✓ Extended guest database for spa/fitness members (incl. guest picture, Media ID, relationships, etc.)
- ✓ Automated pricing/billing based on membership
- ✓ Different Payment methods (direct debit, EFT, credit card, etc.)
- ✓ Flexible forms of membership contracts
- ✓ Charge from other POS to RA member accounts

A white, three-dimensional rectangular sign with the word "Reserved" written in a black, elegant cursive script. The sign is placed on a light-colored surface. In the background, several wine glasses are visible, some in focus and some blurred, suggesting a restaurant or formal dining setting.

Reserved

TABLE RESERVATION

TABLE RESERVATION



- ✓ Graphical layout of restaurant and sub areas,
- ✓ Management of unlimited physical objects and related attributes (table, seat, buffet, fireplace, lounge, bar, counter)
- ✓ Define areas (window, quiet, view, romantic)
- ✓ Easy and quick table consolidation
- ✓ Table check-in and check-out



GOLF MANAGEMENT

GOLF MANAGEMENT



- ✓ Reservation of tee times, golf pros and equipment
- ✓ Color-coded reservations to identify the number of players
- ✓ Easy merging of reservations by dragging & dropping
- ✓ Consideration of players' handicaps
- ✓ Daily overview of golf courses and guest structure



RENTAL MANAGEMENT

RENTAL MANAGEMENT



- ✓ Easy rental of towels, bathrobes and sports gear
- ✓ Overview of issued and returned equipment
- ✓ Definition of rental fees, deposits and free services
- ✓ Connection to access control
- ✓ Integration of RFID chips possible



ACCOUNTS RECEIVABLE

ACCOUNTS RECEIVABLE MANAGEMENT



- ✓ Maintenance of membership
- ✓ Generation of debit notes
- ✓ Overview of outstanding debts
- ✓ Compilation and monitoring of payments received
- ✓ Configurable dunning levels and dunning letters



ACCESS CONTROL

ACCESS CONTROL



- ✓ Check-in and check-out function with member pictures
- ✓ Overview of all persons present in the club
- ✓ Connection to accounts receivable management
- ✓ Driveway access control
- ✓ Control of lockers and vibration training equipment

SALES ADD-ONS



Web Shop



Facebook Booking App



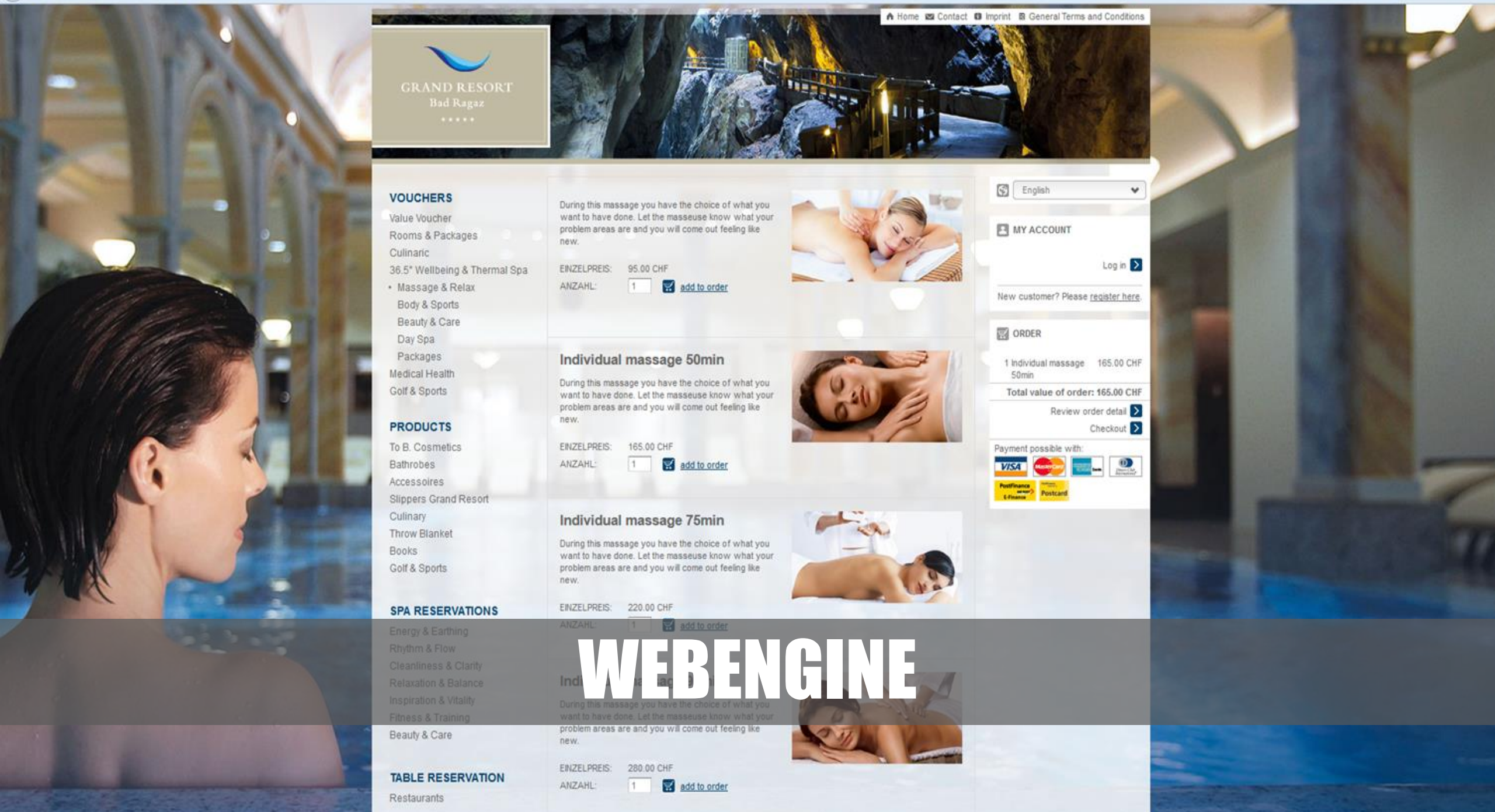
Digital Signage



Mobile App



Promotions



Home

Contact

Imprint

General Terms and Conditions

English

MY ACCOUNT

Log in

New customer? Please [register here](#).

ORDER

1 Individual massage 50min 165.00 CHF

Total value of order: 165.00 CHF

Review order detail

Checkout

Payment possible with:

VISA

MasterCard

PostFinance

Postcard

VOUCHERS

Value Voucher

Rooms & Packages

Culinaric

36.5° Wellbeing & Thermal Spa

• Massage & Relax

Body & Sports

Beauty & Care

Day Spa

Packages

Medical Health

Golf & Sports

PRODUCTS

To B. Cosmetics

Bathrobes

Accessoires

Slippers Grand Resort

Culinary

Throw Blanket

Books

Golf & Sports

SPA RESERVATIONS

Energy & Earthing

Rhythm & Flow

Cleanliness & Clarity

Relaxation & Balance

Inspiration & Vitality

Fitness & Training

Beauty & Care

TABLE RESERVATION

Restaurants

During this massage you have the choice of what you want to have done. Let the masseuse know what your problem areas are and you will come out feeling like new.

EINZELPREIS: 95.00 CHF

ANZAHL:  [add to order](#)

Individual massage 50min

During this massage you have the choice of what you want to have done. Let the masseuse know what your problem areas are and you will come out feeling like new.

EINZELPREIS: 165.00 CHF

ANZAHL:  [add to order](#)

Individual massage 75min

During this massage you have the choice of what you want to have done. Let the masseuse know what your problem areas are and you will come out feeling like new.

EINZELPREIS: 220.00 CHF

ANZAHL:  [add to order](#)

Individual massage 90min

During this massage you have the choice of what you want to have done. Let the masseuse know what your problem areas are and you will come out feeling like new.

EINZELPREIS: 280.00 CHF

ANZAHL:  [add to order](#)

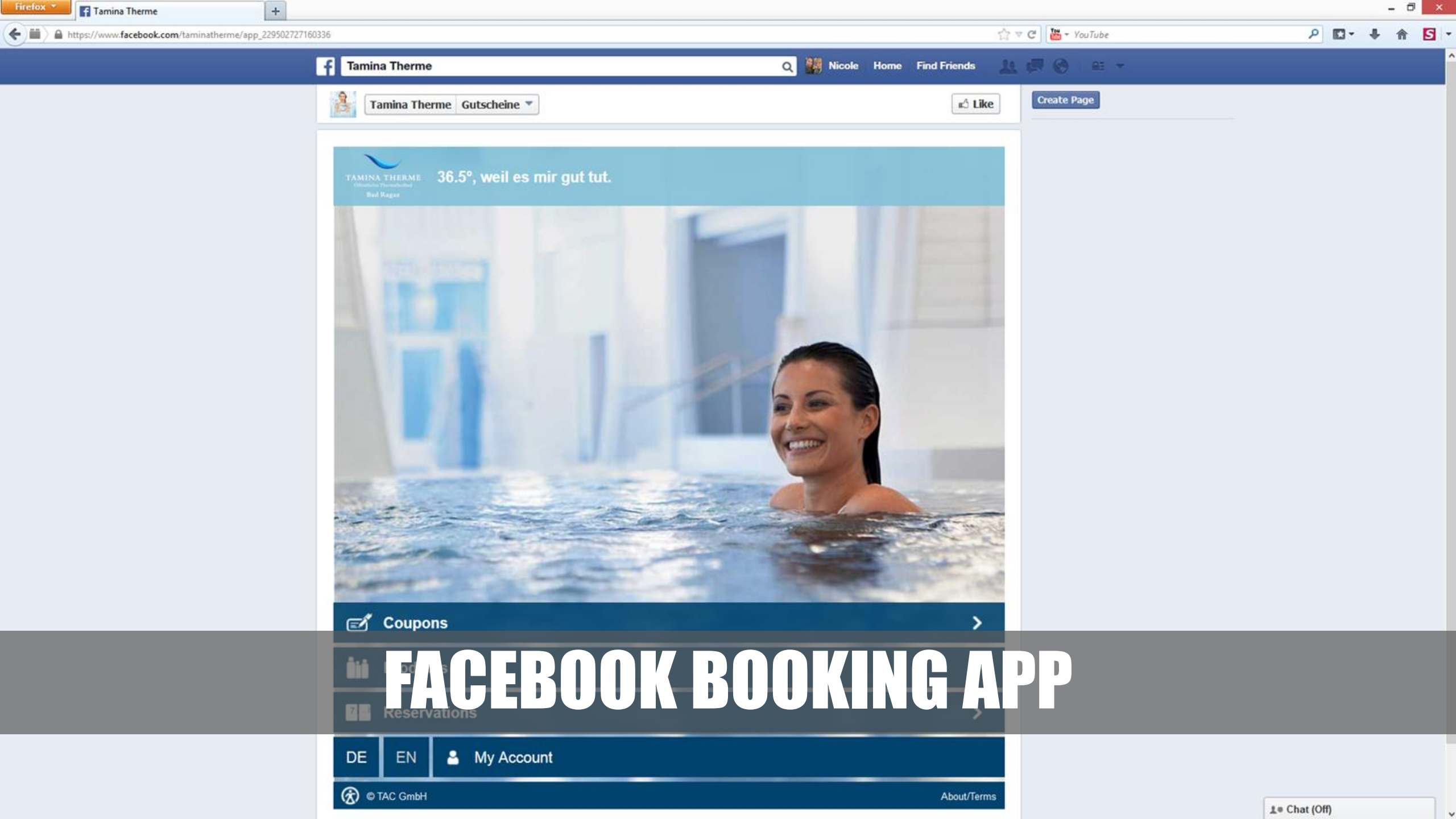


WEBENGINE

ONLINE RESERVATION / WEB SHOP



- ✓ Intuitive UI; quick checkout
- ✓ Advanced reservations linked to hotel stay
- ✓ Reduce operation expenditure
- ✓ Up-/Cross selling
- ✓ Enhance customer loyalty



Tamina Therme



Nicole

Home

Find Friends



Tamina Therme

Gutscheine

Like

Create Page



36.5°, weil es mir gut tut.



Coupons



Reservations

DE

EN



My Account



© TAC GmbH

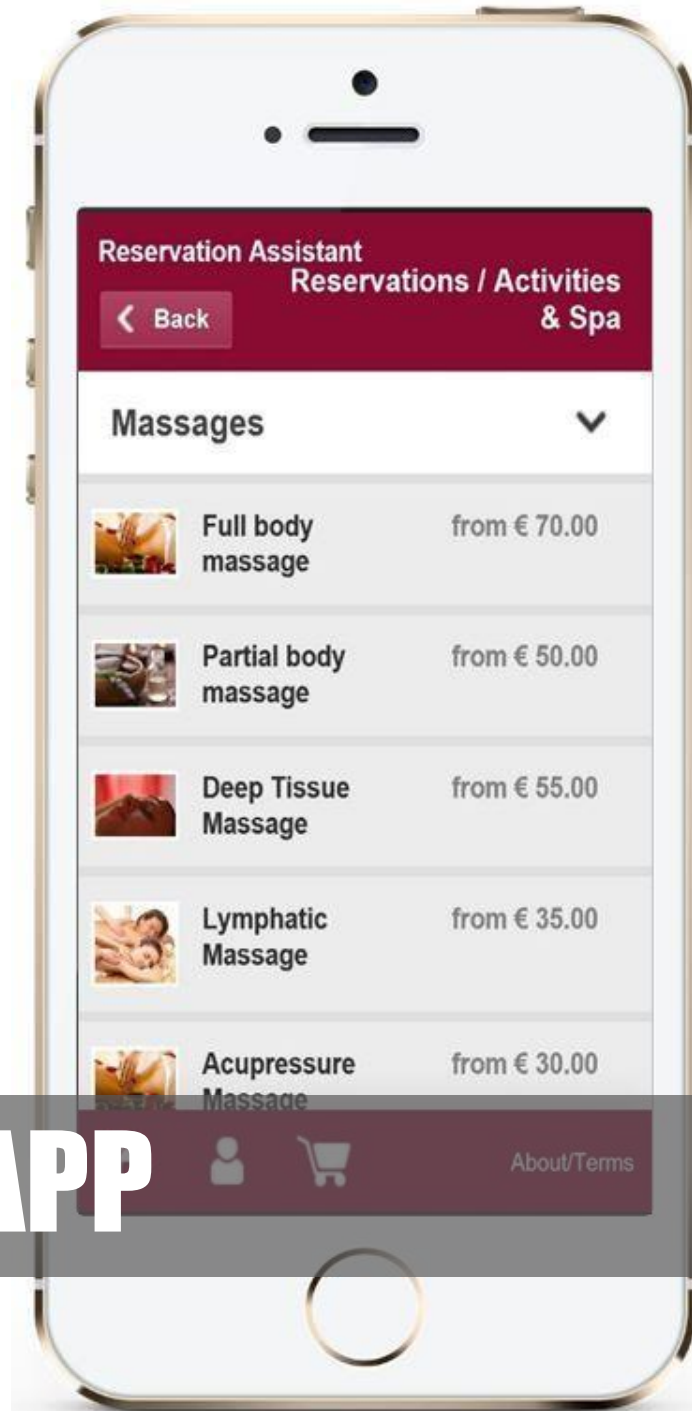
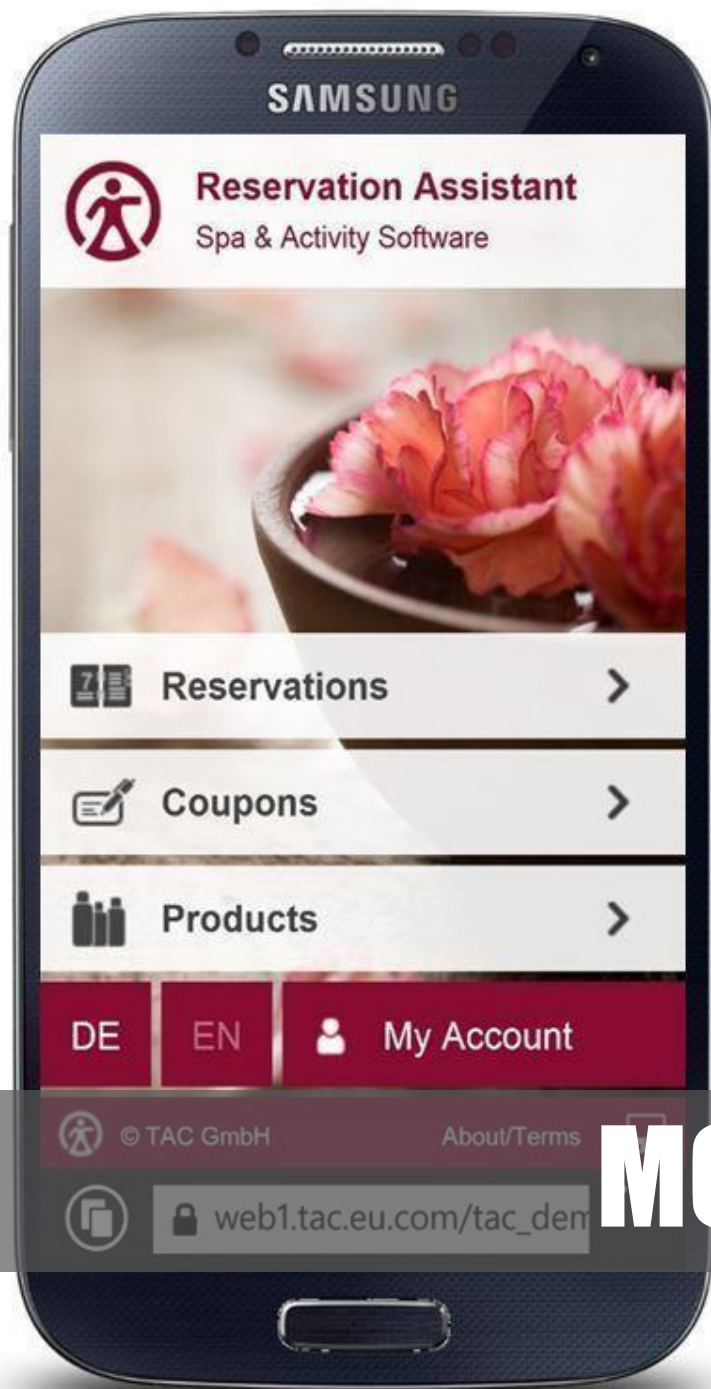
About/Terms

Chat (Off)

FACEBOOK BOOKING APP

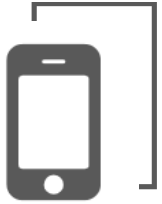


- ✓ Reservation, retail, voucher
- ✓ Integration on Facebook Page
- ✓ Social Media as a sales channel
- ✓ Automated sales process
- ✓ Connected with web shop



MOBILE APP

MOBILE APP



- ✓ Simpler way of making reservations
- ✓ Responsive design for mobile websites
- ✓ Additional sales channel
- ✓ Real-time availability of resources
- ✓ Connected with TAC web shop



Available Treatments

1:30 pm



Hot Stone Massage

~~EUR 90,-~~ EUR 72,-

2:00 pm

Relaxmassage

EUR 50,-

3:00 pm

Relaxmassage

EUR 50,-

3:30 pm



Hot Stone Massage

~~EUR 90,-~~ EUR 72,-

4:00 pm

Full Body Massage

EUR 95,-

DIGITAL SIGNAGE

DIGITAL SIGNAGE



- ✓ Efficient in-house marketing system
- ✓ Display of available personal trainings, fitness classes, products
- ✓ Automated updates of the content
- ✓ Adaptable to your Corporate Design
- ✓ Individual or synchronized displays on different monitors

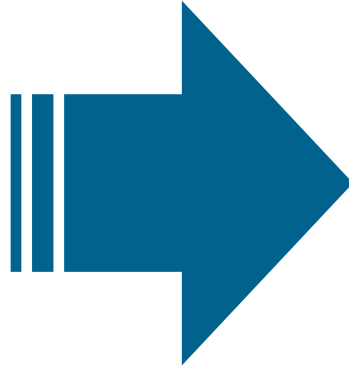
DIGITAL SIGNAGE

Use Case





Reservation
Assistant


Spa & Activity Software





Green Spa Vienna - V 4.00.003.12.1


 Green Spa


 Gourmet Restaurant






 POS1





 Contract Overview

 Voucher overview

 Stock Control

 Checkin

March 2010

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 10 | 28 | 1 | 2 | 3 | 4 | 5 |
| 11 | 7 | 8 | 9 | 10 | 11 | 12 |
| 12 | 14 | 15 | 16 | 17 | 18 | 19 |
| 13 | 21 | 22 | 23 | 24 | 25 | 26 |
| 14 | 28 | 29 | 30 | 31 | 1 | 2 |
| 15 | 4 | 5 | 6 | 7 | 8 | 9 |

Today: 3/24/10

Nr.

Name

all articles

Spa

Spa Staff

10 min.

100%

| | Lucy | Rob | Tom |
|-------|---|--|--|
| 13:00 | | | Lang, Stefan (1) [Back massage] 30/30 |
| 14:00 | Schiller, Sophie (1) [Lymphatic Massage] 30/30 | | Gap |
| | Lechner, Thomas (1) [Aromamassage] 70/70 Double Treatment Room Lucy | Gap | Inschlag, Romana (1) [Lymphatic Massage] 30/30 |
| 15:00 | Rappold, Bernhard (1) [Full Body Massage] 80/80 Lucy Room 2 | Gap | |
| 16:00 | Gap | Meier, Sandra (1) [Back massage] 30/30 | |
| 17:00 | Lechner, Thomas (1) [Back massage] 30/30 | Gap | Lang, Stefan (1) [Full Body Massage] 80/80 Thomas Room 1 |
| 18:00 | Gap | Meier, Sandra (1) [Aromamassage] | |

Waiting list (Own: 1 / Total: 1)

Opportunity

Opportunity

Opportunity

Opportunity

Opportunity



Automatically generated

Real-time display



PROMOTIONS

PROMOTION CODES

— Everything is —
BETTER
WHEN YOU BRING YOUR FRIENDS

Use Code „FRIEND“ and
get 15% off new products

Three fingers are shown with simple black line drawings of faces, each with a different expression (happy, neutral, and slightly sad).A wooden bowl filled with dark, smooth stones sits on a wooden surface. Next to it is a small glass bottle of clear liquid. In the background, a lit candle provides a warm glow.

EXTRA 40% OFF
VINOBLE
PRODUCTS

USE CODE
„SPA1234“
IN STORES

visit
www.tac.eu.com for
more information

ENJOY
10% OFF!
on your
birthday month

A pink cupcake with white frosting, pink sprinkles, and a single lit candle on top.

USE PROMOTION CODE „BIRTHDAY“

PROMOTIONS



- ✓ “Sales boosters” for your company
- ✓ Last-minute promotion of available treatments
- ✓ Definition of quota and discount
- ✓ Connected with TAC Digital Signage
- ✓ Connected with web shop

HOT DEALS



HOT DEALS

| | | | | | |
|--|---------------------|------|-----------|------------|----------|
| | Deep Tissue Massage | -10% | EUR 55.00 | EUR 49.50* | Book now |
| | Lymphatic Massage | -10% | EUR 35.00 | EUR 31.50* | Book now |
| | Acupressure Massage | -20% | EUR 30.00 | EUR 24.00* | Book now |

HOT DEALS



- ✓ Fast reservation at the spa and online
- ✓ Daily offers for guests
- ✓ Fixed date, variable time
- ✓ Real-time availability of resources
- ✓ Connected with web shop

IN-HOUSE KIOSK APP



- ✓ Fast reservation via touch screen at the hotel
- ✓ Self check-in terminal
- ✓ Hotel guests only state name and room number
- ✓ Charges on the hotel bill
- ✓ Connected with web shop



WellnessBooking 
—DIE WELLNESS-SUCHMASCHINE NR.1!

WELLNESSBOOKING.COM



- ✓ Wellness search engine for the best offers in Germany, Austria and Switzerland
- ✓ Search by category (location, type of treatment, vouchers)
- ✓ View company profiles
- ✓ Real-time interface

Resources are limited – Ideas are not

STAY IN TOUCH



www.tac.eu.com



www.facebook.com/reservationassistant



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