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Conclusion of the Lynx Software

My Client is a large holding company in the local restaurant and nightclub sector with 250 employees. They had 26 Uniwell DX-895 terminals, but had large problems with the back office solution. Their demands for a multisite system with different products, prices, layouts, opening hours, clerk cards, customer files, VIP offers and communication with the accountant office made the system complex. Several different solutions was tested during the years, all failed to be stable, missing the needed solutions or had poor support. Details of these back office solutions can be shared by request. The client started to buy computer terminals for new locations, as a last test Lynx Software was bought for the remaining Uniwell ECR system. **The Lynx Software revolutionized the clients Uniwell system!** Before they often experienced problems with the network due to poor communication and need for VPN tunnels to their main office. Lynx support for FTP did that the expensive VPN network no longer was needed. A FTP site was established, with backup solution, so that the reports were secured in several steps towards the server. Lynx has a great solution for scheduled tasks, which also sends all reports you want in pdf to different email addresses. With this solution the accountants did not need to learn another back office solution, as all the sales figures is found in the office mailbox every morning. The design and technical solutions in Lynx back office made the installation easy and effective, no database error or other failed scripts has occurred ever. Different reports can be printed with a large choice of criteria's; the sales batch solution gives us a fantastic overview of the received data.

Last year the government had focus to the restaurant business and their cash systems, only a few comments was reported to my clients Lynx system, these was mainly our setup of the system with scheduled sending of the reports; the government wanted it to be done manually by the clerk at end of day. Some other requirements and no-sales reports from the past year was also required for the control, the support given by Lynx Software during this time was absolutely fantastic! With just sending a copy of our database, the next day all of our old wanted reports were in the mailbox, ready to be handling over to the authorities. An update did also include our custom needs for later controls. The feedback from the accountants was with only positive comments!

In fact today the old DX-895 terminal has a much more impressive solution with the detailed reports sent to mail at all time, than the newer computer terminals. The company owners get their sales figures on their smart phones every morning. The server is stable as the Lynx only requires a small amount of memory. And most important; the terminals are stable using only ftps communication.

The support given to me as a technician during this process from the Lynx Software team has been outstanding! Fast replies, focus, customized solutions and a working system make this to the most positive experience with Uniwell systems ever. After working with the system for 10 years, to finally get a solution that works like Lynx Software was the only way to keep the Uniwell terminals running.

For questions regarding my client system setup in this case, or about the other tested back office solutions, don't hesitate to contact me; post@workpartner.no



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