



The Hong Kong Jockey Club Highly Appreciated the Advanced Technology and Professionalism of Infrasys

Since 1999, Hong Kong Jockey Club has been one of the most prestigious clients of Infrasys. Infrasys's Gourmate Restaurant Management System and Table Management System (TMS) have been selected for all the Jockey Club's catering outlets and have been running smoothly for years.

Gourmate POS Performs Remarkably Well In The Sophisticated Network Environment

The H.K. Jockey Club is a very large-scale site and all the food outlets can accommodate over 50,000 visitors on the same raceday; altogether there are 2 racecourses & 3 clubhouses. The system configuration is also very sophisticated with more than 130 touching screen workstations and over 100 kitchen printers running with 5 RAID-based servers connected by the Club's optical fibre network.

The Hong Kong Jockey Club selected Gourmate because of its reliability, scalability and flexibility in providing a total POS solution supporting true multi-language capability. Infrasys provides interfaces to the Club's membership, finance and EATEC systems. Also, Gourmate can handle continuous and high-volume operations especially during the racedays. Infrasys is able to meet the Club's strict criteria and state-of-the-art information technology needs and thus highly appreciated by the Jockey Club.

TMS - For Better Service Quality And Reservation Efficiency

Further to the implementation of Gourmate, The Jockey Club selects our professional Floor Management Tool - Table Management System (TMS) to support 7-day table reservation of their catering outlets. With TMS, the guests' waiting time is greatly reduced by centralizing table reservation at the call center and table turns are increased by the efficient seat arrangement. The large-scale installation in the racecourses & clubhouses involves more than 130 operating service terminals.

In 2004, the HKJC invested in the system enhancements on TMS for better membership services to their members and the public. The result of this large project is very satisfactory and Infrasys has been awarded for the professionalism and remarkable performance shown in the enhancement project on TMS for HKJC in December of 2004.

The HKJC Awarded Infrasys Twice - Proof of Professionalism



The Hong Kong Jockey Club has seldom awarded their vendors. She awarded Infrasys twice as the management has been impressed by the advanced technology and professional manner of Infrasys.

1999: Certificate of Appreciation on the successful implementation of Gourmate Restaurant Management System

2004: Certificate of Appreciation on the successful implementation of Table Management System



Here it writes: "For your distinguished efforts in the successful implementation of the Table Management System, for the Hong Kong Jockey Club. We were satisfied and impressed with the professionalism in all aspects of your company."

The club is one of Infrasys's most challenging projects and we feel very proud of its triumphant implementation of POS system and Reservation System. With the committed direction of HKJC to deliver the best service quality, Infrasys is always the reliable IT partner who is ready for any large projects.

Some real facts about this project:

- POS Workstation Model:
 - Printer Models: TM-T88II + TM-T88III
 - SR-600 Touching Screen +TS100 + EPSON IR
 - No. of Sites: 2 racecourses, 3 clubhouses (Over 50 Restaurants)
 - No of Outlets: Over 58
 - No of Visitors on Raceday:Over 50,000
- Equipment Installed:
 - POS Workstations : Over 150 Touching Screen Workstations, 100 Kitchen Printers with 5 Servers
 - TMS Workstations : Over 130 Stations
 - Interface with other systems: Membership, Finance, EATEC Systems