



Case Study Happy Bouncers



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Chris Neville, Proprietor, Happy Bouncers Inflatable Hire - Somerset

The Company Background

Happy Bouncers is a thriving Inflatable Hire business operated by Christine Neville and her husband Ray

The business operates from their farm near Wincanton in Somerset and, as with many operators in this market, provides a very useful source of additional income.

The Business Need

When the business started Chris was able to manage the bookings and invoicing administration process using standard Microsoft Office software and the good old fashioned paper based diary. However, with the success of her business and with the need to balance the demands of Happy Bouncers and those of her busy family life, something more efficient was needed.

The Solution

TBS gave Happy Bouncers a demonstration of their Resource Manager software programme called Avalon Booking Manager. Chris and Ray could see that this would meet their needs very well and so decided, initially, to implement the bookings module.

Having become familiar with the bookings module, the Avalon Booking Manager invoicing module was then implemented. The software is run on a straightforward Windows XP PC, linked to an ink-jet printer.

The Result

With the inflatable hire season in full swing, Happy Bouncers find they have an invaluable tool in Avalon Booking Manager. The bookings process is easily administered, including the production of booking forms, covering letters, delivery notes and invoices. Double bookings are now a thing of the past.

As the season progresses, Happy Bouncers are building up a detailed customer database that can be prospected for future bookings. In addition, a detailed picture of which inflatable hire items are most profitable and which are less so is beginning to emerge. This is becoming key information to help plan the future growth of the business.

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Avalon has been very pleased to work with Happy Bouncers. They have a very wide range of equipment for hire and offer an excellent service to their customers.

Happy Bouncers can also help other operators source items of equipment that they may not stock - subject of course, to conforming with Happy Bouncers high standards of health and safety compliance.

For more detail please contact Happy Bouncers on 01963 33945

For more information on Avalon Booking Manager please contact AVALON Software (UK) Ltd. 08454 30 22 33 by e-mail to info@avalonsoftware.co.uk or visit www.avalonsoftware.co.uk