



Services

At TOR we pride ourselves in the professional and personable approach we have to business and the relationships we have with our customers.

We believe the relationship begins at the very first point of contact, through to project management, installation, training and our ongoing support. The focus we place on providing excellent customer service through high standards of support and account management is vital to you and how we perform as a company.

We stand by the references of our customers and continuously strive to achieve results we are happy to put our name to.



You will be given a dedicated account manager, who is able to assist you with your business requirements. Your account manager will meet with you regularly to discuss system performance, your future needs and the developments at TOR.

These meetings provide us with further knowledge of our customers' business, so our service can be tailored to suit each organisation's varied requirements.

I really appreciate that the TOR support team are only a phone call or email away and that they are always happy to help regardless of the issue.

**Claire Geddis, Tours Executive,
Capita, on behalf of the BBC**



We provide comprehensive training at user, administrator and management level. Due to the simplicity of Maxim, users can be quickly trained on the set-up and operation of the system.

In our training sessions, our expert trainers will explain how to set-up tickets; including pricing, availability and capacity requirements. Your team will learn how to perform transactions, access and run reports, as well as trouble shoot for system issues. All courses can be tailored to each specific client and will provide the essential tools for all aspects of a smooth running high-volume operation.

All courses are accompanied with thorough documentation which is presented in user friendly language. Standard or bespoke courses are available at locations to suit you.

Although most attractions operate a train the trainer approach to training across the business, we do recommend planning time and resources for refresher training. In our experience, as time progresses and team members leave organisations, the knowledge of the system dilutes. In some cases this may result in the system not getting utilised to its full capacity. We recommend a refresher course once a year, but this does depend on the scale and staff turnover of the attraction



TOR invites all customers to its yearly user forums, where all our customers are able to openly discuss issues affecting the Maxim community and we are able to showcase new developments.

These events give our customers the opportunity to meet their peers and discuss current issues affecting the industry. The day includes guest speakers, technical reviews and a future development showcase.

We encourage an open and honest conversation about current business issues and future business developments. We continue to have excellent feedback from those that attend our user forums and the benefits are felt throughout the group.



With over three decades of experience, we can provide advice on many areas of visitor management including visitor flow, access control, ticketing locations or capital expenditure project plans.

If you are about to embark on a new venture or are considering investment in your current attraction, it may be useful to seek advice on your approach to visitor management before the project gets underway. The benefits of advice at this stage will be an improved visitor experience and a more cost effective operation.



The support we provide starts with the team of people we employ at TOR. Our team have extensive knowledge of our products, as well as wide ranging experience within the industry.

We understand that ticketing can be a very overwhelming subject to many users, so we endeavour to keep explanations simple, without the inclusion of technical jargon.

Our team are very personable and will always ensure they provide the very best customer service, in order to achieve the highest levels of support.

We pride ourselves in the support we offer to our customers. We regard it as best in class and one of the reasons why our customers have stayed with us for many years.

The support package is always tailored to suit your operational needs and all responses are managed according to their business nature.

We believe the training and the support we provide encourages an excellent level of competence at user level, so our clients can manage their system effectively.

We offer various levels of support, ranging from remote cover, on site assistance, to a full managed service if required.



Our professional and experienced project managers work with our clients to achieve an effective and efficient installation.

Regular meetings and formal documentation ensure that projects are delivered on time and on budget.

Our team of technicians have successfully installed booking and ticketing systems, including software and hardware, at attractions of various sizes and complexity.

Our team of experts are trained to configure, install and test the system to ensure it adheres to our quality assurance procedures and meets or exceeds your expectations.