



Services

Changing systems doesn't need to be difficult. At TOR we pride ourselves on our professional and personable approach, making the implementation of our system a seamless process supported by an experienced and knowledgeable team.

We believe the relationship begins at the very first point of contact through to project management, installation, training and our ongoing support services.

These are just some of the services you can expect from working with TOR.



ACCOUNT MANAGEMENT

Your dedicated account manager has a wealth of experience within the sector, providing the best possible advice on how the system can support your business decisions.

They are on hand to discuss anything from system performance to future needs, as well as ensuring you are always up to date with developments at TOR.



USER FORUM

Our annual user forums are a great opportunity to network within the community of Maxim users, as well as view the latest product developments and feed into the product road map.

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.



Our professional and experienced project managers work with you to achieve an effective and efficient installation, on time and to budget.

Our team of technicians have successfully completed installations at attractions of all size and complexity, ensuring each project is managed with as little disruption to your business as possible. Regular meetings and formal documentation ensure that projects are delivered successfully, by adhering to our quality assurance procedures.

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



We provide comprehensive training at user, administrator and management level. Due to Maxim's intuitive design, users can be quickly trained on the setup and operation of the system.

Our expert trainers will thoroughly explain all aspects of the system, from setting up tickets, including pricing, availability and capacity requirements, to processing bookings, access control and creating and running reports, as well as troubleshooting. All courses can be tailored to each specific client and will provide the essential tools to support a successful operation. They are all accompanied with thorough documentation, which is presented in user-friendly language. Standard or bespoke courses are available at locations to suit you.

To assist our customers in maintaining a high level of continued knowledge of Maxim, we offer refresher training at no extra cost - another great benefit of working with us.



We have the expertise to advise you on many areas of visitor management, commercial ventures, resource management, infrastructure plans, as well as capital expenditure projects.

This expertise has not only been gained from supplying to the sector, but also from a variety of commercial and operational roles within attractions.

The benefits of gaining advice from TOR will be an improved visitor experience and a more cost-effective operation.



We understand that ticketing can be a very overwhelming subject to many users, therefore we keep explanations simple, using the most appropriate language and level of technical information dependant on the user's technical understanding.

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. The support package is always tailored to suit your operational needs and all responses are managed according to their business nature. We offer various levels of support, ranging from remote cover to on-site assistance to a fully managed service if required.

We pride ourselves in the support we offer to our customers, regarded as best in class and one of the reasons why our customers continue to choose TOR as their preferred supplier.