

face etc...medispa, York

face etc...medi spa in York has recently opened its doors at a new location, the old Tyne Tees TV building. The spa now boasts 14 treatment rooms including a dedicated manicure and pedicure suite, one for skin-scanning and a special spa area with an exclusive V.I.P room. face etc...medi spa offers a host of pampering treatments as well as advanced aesthetic treatments such as body lifting, thread vein removal, cellulite reduction and colonic irrigation.



We caught up with Sharon Moore, the owner and director of face etc...medi spa, a few weeks after the re-location. Sharon was happy with her choice of **premier spa** as the management software package for her business. "We specialise in medical aesthetics here so I originally chose a more medical software package for our old site. However, I later realised that it couldn't cope with the large number of rooms and types of equipment that we have or the stock control and point of sale systems needed

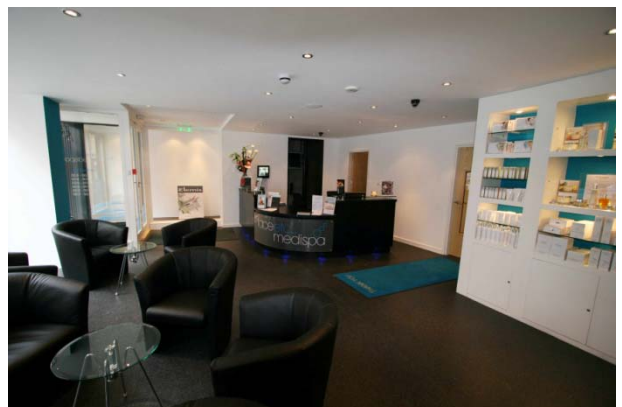
for all our retail product ranges," explains Sharon.

"Nothing too much trouble"

"Before our relocation, we did lots of research to find a software package that was suitable and we invited a number of suppliers to present to us. When it came down to it, Natalie Weatherley from the sales team at Premier was the deciding factor. She was so patient with us and responsive to our every need. Nothing was too much trouble for her."

"Virtually impossible to double book"

"The system we used to use at our old site was so long winded when it came to altering appointments. **premier spa** has enabled us to make these sorts of changes so much more quickly and it is virtually impossible to mistakenly make a double booking because the software keeps track of what equipment is being used in which of our 14 rooms," adds Sharon.



“Reports track customer and therapists behaviour”

The dust has only just settled after the relocation so there are some features of the software that Sharon hasn't used yet but she is looking forward to doing so soon. "I can't wait to get my hands on more reports! I'm already finding one that tracks product sales useful in illustrating both the buying behaviour of our customers as well as the selling behaviour of our therapists. Premier Software were able to transfer all the data from our old system to the new database. Once we have built that up a bit more, we'll look at doing some retail promotions to push some of the slower selling products, for example."



“Service over and above what I expected”

"Before Premier Software installed the system, they inputted all the necessary information on the retail products we stock, even taking it upon themselves to contact our suppliers directly if the information wasn't to hand. That was over and above what I would have expected but it just goes to show how willing they are to help.

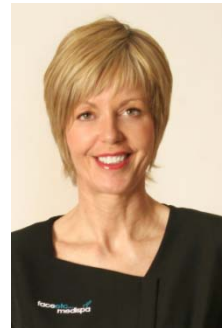
We were running a bit late with our refurbishments so the spa looked a bit like a building site during our

on-site training course. That didn't deter the trainer, however. He just got on with the job! Change is challenging for anyone but my team have picked up on the software well."



“Sales support has been nothing short of brilliant”

"I've had a positive experience overall from Premier Software so far. The sales support offered by Natalie has been nothing short of brilliant. She has always got back to me and helped me so much with her experience. She's even stepped in to clear up a few IT issues herself recently which was much appreciated," says Sharon.



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