



York Racecourse

# York Racecourse Support & Maintenance



## About The Company

York Racecourse fixtures run from May through to October and include Festival meetings, live music and entertainment. The racecourse offers a lively and exciting day out for all the family.

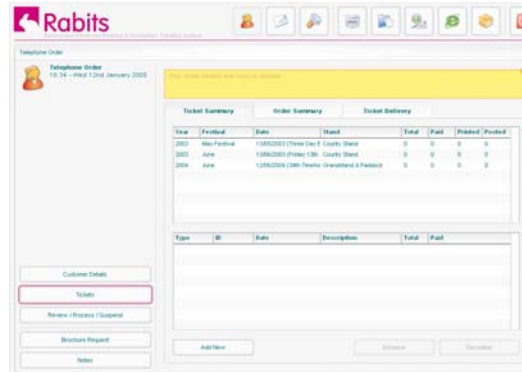
## York Racecourse Requirement

The successful implementation of an Advanced Booking and Ticketing System has been significant in allowing York Racecourse to handle a continued increase in ticket sales. In order to ensure the continuous operation and smooth running of this system, York Racecourse required ongoing support and maintenance.

The creation of a test environment for the system was also necessary, as York Racecourse required the ability to test and train new staff on various features of the software, prior to full Business Use.



*“Any Enhancements to the solution are scheduled in with Logical Minds and promptly fulfilled.”*



## Logical Minds Solution

Having developed the bespoke software ticketing solution, Logical Minds proposed to provide support and maintenance for the system. The annual contract incorporated agreed Service Levels to queries from York Racecourse, submitted by phone, fax or email.

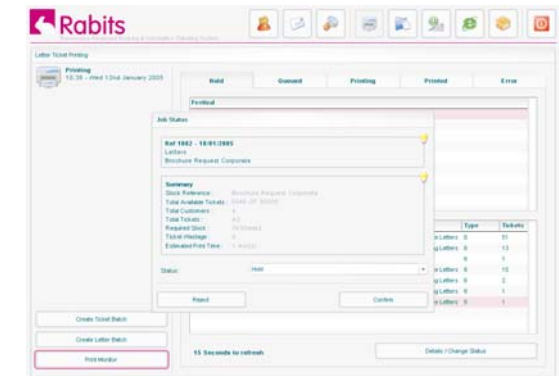
In addition, a “Play System™” was incorporated, providing a test environment of the entire solution for York Racecourse. This allowed new staff to be trained on the actual software, without affecting customer data held on the live system. Testing of new functionality could also be carried out on the “Play System™”, as per the customer requirements.

## The Business Benefits

Further Enhancements to the system can now be taken care of by Logical Minds, as part of the support and maintenance contract with a further 20% discount, thereby negating the need for the Racecourse to spend time on new proposals.

*“Agreed service levels from Logical Minds guarantee a timely response to all our system queries.”*

The service also enables reports to be created, listing all registered queries from the Racecourse, with details of response times and the outcome from Logical Minds. York Racecourse can now quickly review all the issues raised, with the reassurance of a logged resolution.



## Final Thoughts

James concludes, “Logical Minds consistently provide a reliable service for the Advanced Booking and Ticketing System. This support is vital to ensure this business critical system is available at all times.”

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