

TENNIS BCS NEWS

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How to target & reward player groups

Welcome to 2021

This is the first Newsletter in our series in which we advise you of new services on offer and developments likely to improve the current operation of your centre. Developments and innovation of our Tennis offerings often result from your good ideas and suggestions while others are enabled by emerging best practice and technology advances. As always we welcome your contributions and feedback. [Newsletters will be posted on our website.](#)

A majority of our customers are supported by our tennis software baseline. This means these clubs / centres run one or more of the standardised BCS offerings ie., Bookings, Membership, Events and gate access and light automation systems. The general and specific information in this newsletters is likely to be of specific interest to these customers. We trust you will find the material of use now or at a future time.

Tennis NSW low cost court automation pilot

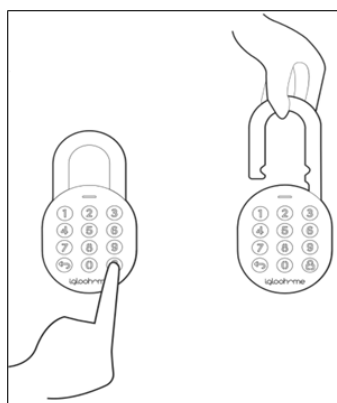
In late 2020, Tennis NSW in partnership with Igloohome (supplier of smartlocks to AirBnB), and Barclay Consulting Services began a trial of a new low cost court automation solution, based upon IglooHome Smartpadlocks for gate control and BCS light controllers for light control.

Centres / Clubs selected for the pilot were affiliated with Tennis Australia but were, in the main, without an existing booking or court automation system.

BCS were selected to provide the Booking and Light automation systems for a majority of the pilot sites. All sites are now successfully 'live'.

Since the pilot, other BCS Clubs have put their hand up to implement the Smartlocks and light automation solution. We will keep you posted as the rollout progresses.

Tennis NSW are now considering this solution as an option for Community Tennis. If you wish to know more now, please contact us.



“Since coming online 6 weeks ago, the total amount from online court bookings today passed the \$1000 mark in takings. Today also set a new record with 5 bookings. This is far beyond my expectations. Lets see how long it takes to get to \$10,000”

*Brett Campbell
President, Orange
Ex-Services Tennis Club*

Updated Email Messaging Service

Through 2020 we were made aware that increasing numbers of emails being sent out by Clubs were ending up in recipients Spam / Junk folders. This issue was mostly as a result of certain mail providers tightening their requirements to avoid spam. *Hotmail.com* and *Gmail.com* email addresses were the worst affected. To alleviate this systemic problem we began a search for an assured, cost effective third party messaging service.

That service has now been found! Post successful pilot site testing the rollout is underway. Customers with any combination of Booking, Event and Membership systems will be contacted and advised at the time that we migrate the service. There is no downtime involved in this upgrade.



Affordable Web Camera Monitoring Service

We have introduced an affordable web cam monitoring service to assist clubs to monitor their court operations. Our new service provides a set of tools to enable:

- the capturing of snapshot images every 15 minutes
- activation of the image capture at set times in line with the club's / centre's operational needs
- storage of captured images for a designated period
- provision of search and retrieval facilities for captured images

NB: The video options and automatic operation of the booking system/access control requires an internet connection.

“This service has helped the Club to monitor bad court behaviour particularly with overstayers. We can also target when vandalism occurs to gates and or courts. We also monitor standard operations such as the timing of court lights and the commencement / end of play in the event of a dispute. As players see poor behaviour reduce, their confidence in the club has increased.”

*-Sandy Edwards
ETDTA Operations Manager*

tennisBCS Solutions



Image Search:

Club = Your Club Name
Complex = Your Complex Name

Select Camera:

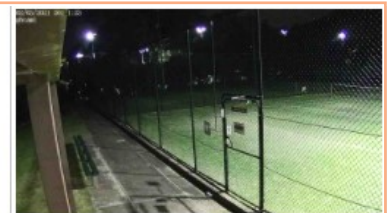
Select Date:

Courts 1-2 ▼

02/03/2021

Courts 1-2

2/03/2021
9:30:00 PM



Courts 1-2

2/03/2021
9:45:00 PM



Click on a thumbnail image to enlarge for more detail



Profile Manager

Setup different or similar start and end times for key playing times for each day of the week.

Timings can be broad and align with start / end opening hours of the courts or target specific times on specific days.

ProfileID	Type	M	T	W	Th	F	S	Su	Start	Duration	Description
A	CAM	y	y	y	y	y	y	y	6:00 AM	990	Capture-whole day from 6am
B	CAM	n	n	n	n	n	n	y	1:00 PM	120	Record from 1:00pm for 2 hours on sunday