

# One Enhanced Solution, One Vision

for Watts Gallery

Watts Gallery – Artists' Village is a heritage site in Compton, near Guildford in Surrey celebrating the work and life of George Frederic Watts considered to be the greatest painter of the Victorian era. The Artists' Village offers its visitors an opportunity to explore Watts Gallery, the Artists' home and Studio, the woodland landscape, temporary exhibitions, a gift shop, and The Tea Shop. There is also a wide programme of events, workshops and activities.

## Business Situation

Watts Gallery - Artists' Village were managing their shop and The Tea Shop using a legacy till system with excel spread sheets to manage purchase ordering. In June 2015 they were in a further phase of development across the estate with the opening of Watts Studios so they wanted to introduce better systems including stock control and on line ticketing.

Their requirements included:

- A busy tea shop with table service requiring table management & kitchen printing
- Online and on premise ticketing including souvenir tickets to manage admissions and events
- Retail shop stock control with live reporting across each of the trading areas
- A till solution with a customisable screen layout to accommodate each business area
- Technical support to include weekends and bank holidays
- Customer capture for loyalty schemes
- Gift aid to capture postcodes information for HMRC
- Sage integration with the complexity of two trading companies Gallery and Trading.
- New till hardware including 5 tills all with integrated chip and pin

## Solution - K3 Retail Management System (RMS)

Watts Gallery – Artists' Village chose K3Retail to deliver the solution and manage the project due to their experience in the visitor attraction sector and the specialist retail knowledge as well as their integration with other software solutions such as Digitickets. They also wanted a single point of contact for the duration of the project and to work with them in the future as the visitor numbers grow and they evolve the business.

The project combined 2 software solutions, ticketing and retail. K3Retail had already developed an interface to deliver a joined up customer experience. K3Retail had also developed software solutions for table management, gift aid and sage integration. Watts Gallery – Artists' Village had specific requirements around these so K3Retail worked with them further to enhance these interfaces and additions.

K3Retail assigned a project lead consultant to work with Watts Gallery – Artists' Village to deliver the project. The project was broken into defined phases to help focus the project team. The lead consultant provided on-site training, supported the user testing, coordinated the hardware installation and provided live day on site technical support.

After a thorough procurement process, K3 Retail were selected to provide a system solution for managing sales and stock in our admissions, gift shop and tea shop. Their considerable experience and vast client base in the heritage, museum and visitor attraction sector meant they understood the complexities of working across different business areas and were able to provide one system solution that could be enhanced and developed for our needs.

The team gave us confidence in the system and of their approach to the project delivery. The project team were helpful and the aftercare support from the helpdesk has been a refreshing change from what we were used to. Having a dedicated Account Manager who is willing to work with us on our next phase of developments is invaluable. The system has changed and improved the way we work and given us greater control and visibility of our trading activities.

## Commercial Manager Testimonial

Weekly project team calls and a managed issues log focused the team and ensured the project kept momentum for the duration of the project. The post live support now continues with regular account management meetings and a seven-day support desk.

K3 Retail partners with businesses to provide connected technologies which ensure retailers reach their goals now and in the future. We intelligently apply our technology to make retailers' lives easier, businesses more successful and to forever meet customer demands.

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