



technology group



# VENUE AND EVENT MANAGEMENT SOFTWARE

Events made Perfect!

 0800 731 8451

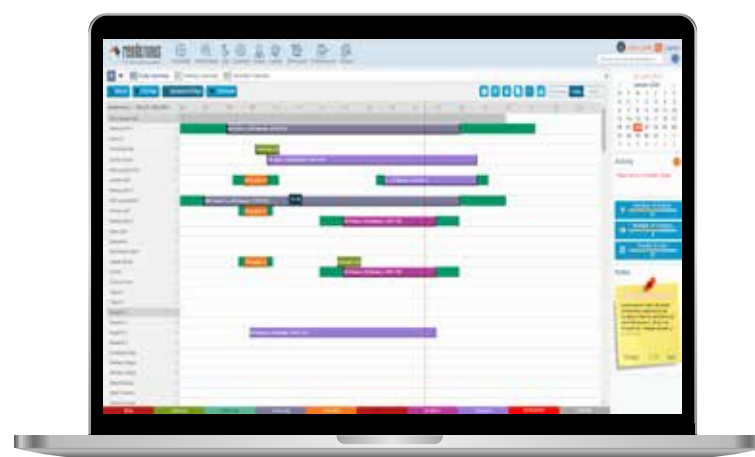
 [www.nfs-hospitality.com](http://www.nfs-hospitality.com)

# What is Rendezvous?

Rendezvous is the powerful technology that supports and streamlines your entire meeting venue from enquiry handling to diary management and billing – effortlessly.

## Run your venue

- More easily, with relevant information at your fingertips
- More efficiently, using an integrated technology platform
- More profitably, having better control of costs and sales activity.



## Your total package

Everything you need to grow your business - at your fingertips

- Online sales and enquiry handling
- Diary management
- Proposals and contracts
- Function and event sheets
- Accurate billing and financials
- Over 150 reports and dashboards.

## Simple to deploy & easily accessible

- Cloud-based so you can access data from anywhere
- Real-time reports and analytics to support smart decision making
- Fully integrates with your accounting, digital signage and online channels
- Easy to set up and simple to use.

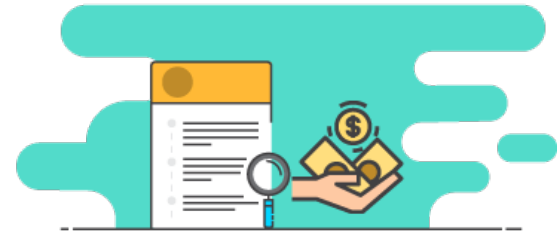
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# NFS building blocks for venue management



## SALES/ CRM

Never miss a sales lead again. Schedule, monitor and prioritise follow-up tasks with Rendezvous sales/ CRM functionality.



## BILLING

Streamline deposits, invoices and credit notes, while dealing with contracts, function sheets, deposit requests and event billing.



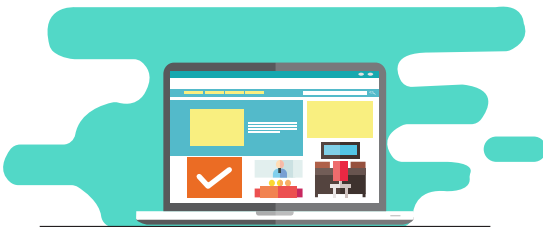
## ONLINE PORTAL

Gain cost-effective enquiry and booking capability direct from your website using our portal, including payments if required.



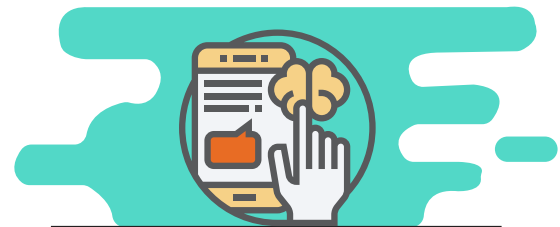
## DIARY

With a highly visual view of available space, advanced diary capabilities make it straightforward to view room availability and select the right space.



## DIGITAL TRANSFORMATION

Create an ecosystem which maximises the return on your investment in technology. Integration with digital signage, CRM and online booking portals enables you to have a system fully tailored to your needs.



## REPORTING

All the management information you need at your fingertips. Our highly graphical dashboards enable you to drill down on the KPIs that matter and make fast yet informed business decisions.



# Key venue trends & Challenges

Venues are facing greater challenges than ever before and you need a system flexible enough to support your business in challenging times for both revenue generation and the delivery of high-quality events. Here's how Rendezvous supports your business.

## Digital transformation

Tackling the hottest venue issues with better use of technology

- Drive online booking 24/7
- Streamline workflow from enquiry to contract close
- Enhance your visitor experience massively
- Deliver sensational events by seamless integration with digital presentation technologies.

## Managing visitors

Build customer confidence in venue safety with the following

- Zero-touch access
- QR codes for seamless check-in and out
- Digital signage for perfect wayfinding
- Seamless visitor notification.

## Better sales and marketing

- Integrate sales and CRM for maximum effectiveness. By combining the best sales and marketing tools you will drive better enquiries and conversions.

## Creating flex space

- Rethink your space configuration to meet evolving customer needs
- Develop new revenue streams as demand for agile working increases.

## Improve margins

- Calculate maximum yield for your space dynamically
- Always achieve the optimum rate automatically.

# How Rendezvous drives your revenue

Maximising client retention and converting new enquiries is key to a thriving future and Rendezvous supports this with sales reporting, streamlined enquiry handling, dashboards and integration to the leading CRM platform, Microsoft Dynamics.



# Maximise event revenue

## New business development

- Capture all incoming leads directly into the booking system
- Convert more enquiries into business by rigorous follow up
- Reduce admin with automated tasks including deposit requests.

## Integrated sales and marketing

- Integrates with Microsoft Dynamics, a cost-effective CRM platform
- Streamlines the sales process, with full pipeline reporting
- Live availability of space from the Dynamics CRM
- Create professional proposals
- Full Outlook integration, for seamless client engagement
- Social media management as part of the CRM solution.

- Build new events functionality easily such as events online.

## Doing more online

- Fully customisable web forms for enquiries, room availability, booking and payment
- Provide complete convenience for clients 24/7
- Live availability and instant booking, sales person notification
- Offer room inventory via your website and third parties including Venue Directory.

## Repeat business

- Pinpoint customers who spend the most
- Easily identify booking patterns and historical trends
- Create targeted marketing campaigns
- Increase the revenue contribution of your existing clients
- Encourage and reward their loyalty using promotional packages.

# Rendezvous and Dynamics CRM – an unbeatable partnership for venues

Microsoft Dynamics is the leading CRM solution for large and multi-site venue operators. Seamless integration with Rendezvous delivers an end to end venue sales and marketing machine.

## Comprehensive features

- Comprehensive sales management capability
- World-beating multi-channel marketing campaign management
- Accurate and insightful reporting for faster decision making
- Total integration with the Office desktop.

## Create a great client experience

- Live booking availability – your sales team can book event space straight out of Dynamics
- One database – no need to rekey in data – a great time saver!

- Increased client retention – use Rendezvous' data to intelligently upsell
- Improved account management – pinpoint, and market to, your best clients.

## Improve performance

- Easily schedule social media across all platforms
- Create stunning email campaigns for timely and automated lead nurture
- Automated lead scoring – spend time on engaged prospects
- Personalised dashboards – all KPIs in one place - faster decisions
- Microsoft BI Reporting – graphical, insightful and customisable.

# Fully-integrated technology

The Rendezvous platform supports venues by creating an ecosystem for efficient management of sales opportunities, customer experience and financial management.

## Rendezvous Open API technology integrates with

- Digital signage
- Access control
- Collaboration platforms
- Office productivity tools
- Visitor management.

## Outlook Integration

For venues with internal space and the need for self-service, the Rendezvous QuickBook App, fully integrated with Outlook, offers the ideal solution for the booking of internal meeting space, desks and services like catering.

The solution set includes:

- Rendezvous Exchange Sync and Outlook integration

- Booking a room straight from your Outlook calendar
- End to end meeting change management, from Rendezvous or Outlook.

## Digital Signage

Integration with digital signage helps to

- Clearly communicate free/busy status
- Reduce no shows
- Create a professional impression
- Guide your visitors to the correct room.

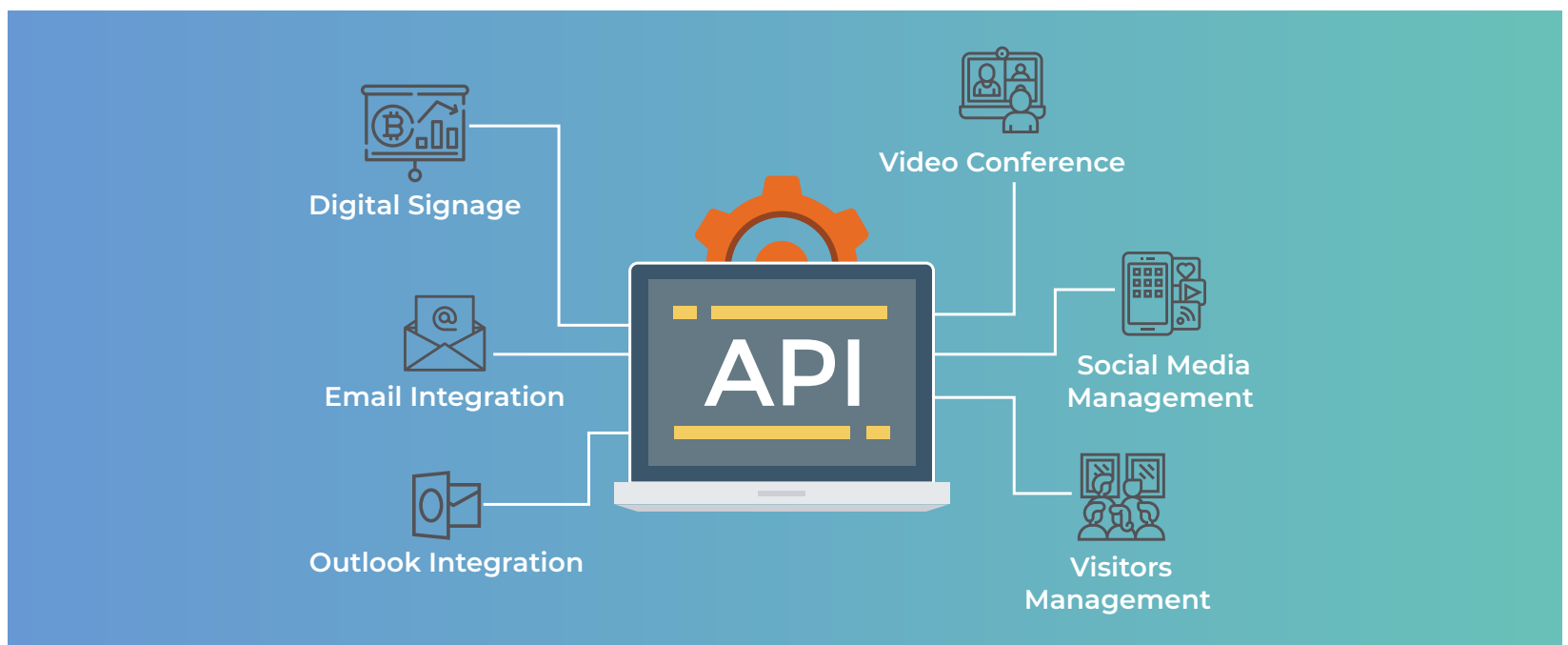




# Future proof your investments

## Other integrations with the Rendezvous Open API technology

- **Signable:** For digital contract management.
- **Venue Directory:** The online venue marketplace.
- **ONELAN Media:** Seamless digital signage platform.
- **Financials:** Sage, Xero, Agresso, Great Plains and more.
- **Venue Performance:** Leading venue benchmarking platform.
- **Seating management:** Floor plan design solutions.



# Why choose Rendezvous from NFS?

It's the solution from an international hospitality and events company, NFS Technology, with over 20 years' experience in the sector and trusted by leading venues and we're at your disposal 24/7.

- “The system has enabled us to multi-task. As a small team, this is brilliant as it allows us to jump from one project to another, whether it's checking availability of a room, or checking a contract for a client or even issuing an invoice, the system has worked really well for us.”  
- Sophie Shepherd, Sales Manager, British Airways i360
- “Rendezvous has helped us to streamline the booking and billing process, saving valuable time which our staff can now use to deliver better service. Having Rendezvous will also help with revenue generation as it gives us better information on our clients' booking and consumption patterns.”  
- Michael Garcia, IT Director, CH&Co
- “Rendezvous enables us to convert enquires into business, prompting us when we need to move forward on any project. It prevents us from double-booking rooms, and keeps us on top of all booking and enquiries. Efficiency like this becomes a revenue generator in itself.”  
- Alexandra McIlquham-Jones, Conference and Events Manager, Cardiff City Hall and Cardiff Castle
- “For us, the access to up to date availability via Rendezvous together with bookings, client profile and billing information instantly offers more transparency and supports better business decision making. Multi-venue capability also makes it easier to devise new business opportunities through venues cross selling space and events.”  
- Liz Morgan, Head of Sales, Life's Kitchen
- “With a client database of over 2000 organisations and bookings being taken up to five years in advance, it is vital to have an effective management platform. The Rendezvous package achieves this with its integration of managing dining, bedrooms and meeting rooms within one product – contact management being at the heart. For this reason I would highly recommend Rendezvous as an affordable, scalable and flexible option for any residential conference centre.”  
- Grant Farrant, Operations Director, Christian Conference Centre Trust
- “I can be away from the office, anywhere, and all I need to do is look at my laptop to keep an eye on what's happening at the office. This is the way the world's running, and it's great. It's a very cost-effective system.”  
- David Marmont, CEO, Terrace Conference Centre

Don't just take our word for it – watch this informative video about the Union Club to find out how the club revolutionised their operation in the space of a few weeks:

[WATCH NOW](#)





**We're ready to help your  
venue thrive and prosper.  
Contact us today**

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