

iFathom Success Story

Caledon Ski Club – Concilio Club Management System

The Client

The Caledon Ski Club is a private ski club located in Caledon, Ontario, about an hour outside of Toronto. The club boasts 23 groomed trails with two surface lifts, four quads, and two triple chair lifts. The club offers members access to their world-class ski school with expert instruction in downhill skiing and snowboarding, full racing programs, dining facilities, pro shop, and locker and equipment rentals.

The Challenge

Caledon Ski Club wanted to increase their administrative efficiency and decrease the costs associated with separate systems (some electronic, some paper-based) being used for different business functions within the club. An intuitive, dependable, integrated solution was needed that would capture the requirements of all the different business functions taking place (often in different physical sites).

The overall vision for the system was to improve the members' experience within the club by integrating administration and management processes and systems and by reducing costs and hassles associated with the duplication of effort inherent when using disparate systems for each function.

The Solution

iFathom's Concilio Club Management System is a client/server, web-based application that has been painstakingly designed to provide organizations and clubs with an integrated open (plug-in) architecture solution that can be easily adapted to meet the needs of any particular club.

The iFathom team worked very closely with the Caledon Ski Club management to map out their various business processes and requirements, and maintained close contact throughout the design and development of the system to ensure that the requirements were being properly interpreted.

The resulting solution was Concilio Club Management, which simplifies the administration and management of Caledon Ski Club through its financial capabilities, club and Ski School administration and management capabilities.

Financial capabilities include:

- Financial transaction processing, such as member invoicing with options for automatic billing and bulk billing;
- Payment administration, which includes options for:
 - Periodic payment plans for members;
 - Deposits, refunds;
 - Different payment types;
- A Cashier module for retail sales including lift ticket printing, and
- Various banking and accounting functions and reports.

Club administration features include:

- A password-protected Administrator module;
- System user administration based on user roles;
- Employee administration, and
- Various administrative reports.

Concilio's membership administration features:

- Dynamic membership types and age groups;
- Association of individuals and their families;
- Group administration;
- Members' share pool management;
- Waiting List management, and
- Guest registration.

The Concilio School module handles the management, administration and scheduling of the Caledon Ski Club Ski School. Caledon Administrators can create a list of locations available (mountains) for class instruction, create different course schedule types (daily, weekly, or special) and assign class frequency and dates, create new classes, and assign instructors.

For each class, Caledon Administrators can register students, receive fees and assign locations and instructors. An integrated Outlook-type calendar viewer clearly displays to Administrators and Instructors all scheduled classes and assigned instructors by date.

Reporting functions include class attendance lists and student achievement tracking and reporting.

The Result

The Concilio Club Management system was smoothly deployed in 2003. iFathom continues to provide maintenance and support for Concilio software to Caledon Ski Club. iFathom delivered training courses for Concilio to Caledon management, at its first deployment and periodically thereafter.

Value Summary

The Concilio Club Management system enabled the Caledon Ski Club to streamline the administration and management of the resort by integrating various business functions into one intuitive, flexible, dependable and secure system.

"We had looked at several membership maintenance software companies to alleviate our administrative expenditures. We chose Concilio as our resort partner for the intelligence of the software and the outstanding services provided by iFathom."

Michael Porter

CEO - General Manager – Caledon Ski Club

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