How GG IZI
upgraded their cyber cafe
at one go

GG IZI in numbers

6 YEARS

on the market

76 PCs

distributed in 3 locations

8 000

of regular clients

The challenges
of using an open-source software

When you run a small cyber cafe, one of your biggest challenges is to handle all processes efficiently, from simple PC management to financial reporting. That's on top of many other little but important things targeted on customer retention and business growth. This is where venue management software comes in handy.

"We started using an open-source software. It required a master PC and was only manageable via a local network. This kind of software is usually free and easy to use until you get to know it better," said the owner of GG IZI Alejandro Corkidhi Viera.

"The hardest parts were ticket management and billing system for my customers. We couldn't handle user balances because our software kept on crashing and failing. I wanted to consolidate my brand and provide better, more reliable service to my customers. We struggled a lot with the open-source software and it was not worth the money we saved, so I started looking for a new system."

Why changing software was the best idea

"When I switched to SENET, my business management approach totally changed. I wasn't tied to a local network, **SENET helped me** to compile financial and operational statistics, and improved cashier management. I started making data-driven decisions, and the administration via cloud is the cherry on top," says Alejandro.
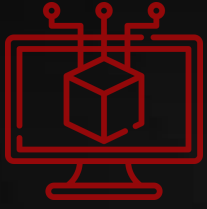
"Now, I can offer my customers a unified system of billing and offers across all of my locations, while I track and manage each of them from my office. That's exactly what I was looking for when it was time to grow. **NO OTHER SERVICE offers such possibilities!** My customers and I could not be happier!"

"Today, we use technical solutions that never occured to my mind before, all of them proved useful in my daily management. But the **biggest benefit** of SENET is in a shared server for all GG IZI gaming locations in the city. Even if I had 20 centers across the country, users could connect and use their balance without losing personal loyalty bonuses or having to create another account."
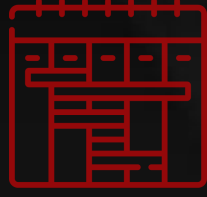
Top 6 impactful SENET features for GG IZI

Unified system for all locations

Rates and zones system

Integrated shop in client interface

License pool

Cloud server

24/7 human support

> "
>
> *Don't be afraid of trying a new software, talk to sales agents and ask any questions you may have. At first, I thought it was too good to be true. But then I saw SENET in action. It can be overwhelming at first, what you have to learn and do to adjust, but it is totally worth it. **Your gaming center will grow exponentially.***

Alejandro Corkidhi Viera
Owner

Next steps

1

2 Fill in the form to get
a **free trial access of SENET**

Set up LAN center management
with premium onboarding service for free **3**

4 Enjoy first improvements in automation
and customer experience at your venue

Become the hero
of our next success story **5**

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