8 things that helped taking Globe Cyber Café to the next level

Globe Cyber Café in numbers

17 YEARS
on the market
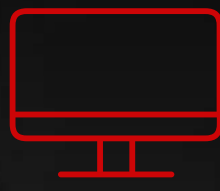
40 PCs
and 20 more to be installed

83 000
of regular clients

How I lost control
over my business during travel

"We have been using an in-house software called Opticyber until we decided it's time to upgrade our PCs," says Globe Cyber Café owner Thiago Sperini. "We thought it would bring us to the next level but then we started facing some issues."

"The main challenge for me was to manage Globe Cyber Café during travels, which I did quite often lately. The system wasn't cloud-based, and I had to put enormous effort into managing my team remotely. I felt I was loosing control over my business. Another thing was that we couldn't ensure security of our PCs and it was hard to reach Opticyber support team.

We also wanted to improve gaming experience by purchasing new hardware. However, the management software looked quite old on our brand new computers. It also lacked necessary functionality, like loyalty program configurations, so we had to track all discounts manually or don't track at all."

What helped
Globe Cyber Café get back on track

"During one of my travels I caught myself thinking that I can't manage my business while I'm away. I decided to search for a robust software platform that meets all the hardware criteria and which I can access at a distance," shares Mr. Sperini.

Before starting any research, we outlined main issues we were facing at that moment. We wanted the system to be cloud-based, constantly updating, and compliant with our hardware specs. Therefore, I created a list of key requirements, narrowing it down to eight points."
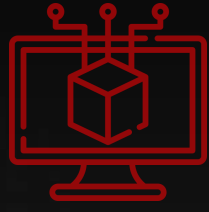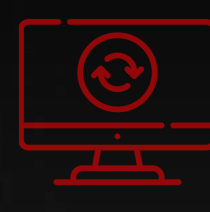
8 criteria to empower Globe Cyber Café

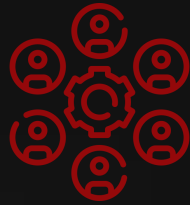**Cloud-based technology**

Stability & safety control

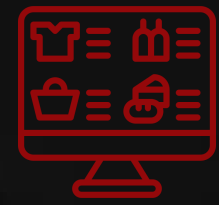**24/7 technical support**

Constant system updates

Win10 compatibility

License pools to share

Customer loyalty program

Work with multiple cash registers

How I gained control
over my gaming center again

"We have reviewed dozens of systems, but none of them met all my needs better than SENET. So, I decided to give it a try! Once we installed it, work became more efficient, especially because we could control all computers remotely at the same time. It's also easier for us to interact with customers, they love the intuitive interface of SENET, and they enjoy perks of participation in our loyalty program.

There're no crashes, and I can access control panel from anywhere, which is great! I know everything that is going on in my gaming center, while also giving necessary guidance to my employees.

To sum up, SENET is by far the best option for us. It has all features we want and an excellent tech support on top of that. Moreover, all my suggestions and wishes that I expressed to the SENET team are already being processed for implementation!"

It doesn't make sense to invest a lot of money in hardware and keep using an outdated management software that doesn't get updated.

As of now, SENET allows me to think about expanding my business! Do not lose time, the perfect software of every owner of a gaming center is already here, as well as a proper company with dedicated professionals. Of course, there is a room for growth and improvement, but it's an important part of any business!

Thiago Sperini
Owner

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1

2

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3

4

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5

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