

Life is made easier for the volunteer staff running the hospital's retail business

Lake Forest Hospital

Hospital
660 North Westmoreland Road
Lake Forest, Illinois 60045-9989

Lake Forest Resale Shop
653 N. Bank Lane
Lake Forest, Illinois 60045

A BRIEF HISTORY

Lake Forest Hospital Foundation is an umbrella organization for Lake Forest Hospital, Lake Forest Health and Fitness Institutes (their second facility in Lindenhurst), Dearhaven Child Care and Learning Center, Westmoreland Nursing Center, and the Women's Auxiliary of Lake Forest Hospital.

The hospital is located at 660 N. Westmoreland Road, Lake Forest, Illinois, and is situated on a 160-acre wooded campus. Lake Forest Hospital's medical staff includes nearly 500 physicians and over 1,600 employees to serve patients' needs.

The hospital is blessed to have a group like the Women's Auxiliary Board. The mission of the Women's Auxiliary Board of Lake Forest Hospital is to support the hospital through fundraising, volunteerism, education and advocacy. Their activities seek to enhance the facilities and services of the hospital, helping to ensure the highest quality of healthcare available. Responsibilities of this group include a holiday boutique, the sale of specially designed holiday cards, and operating the Trading Post Gift Shop, the Resale Shop, and the Hospital Gift Shop.

THE CHALLENGE

The point of sale software that Lake Forest Hospital had in place in their gift shop was actually one designed for a hardware store. The system was very outdated, limited in use and would require more work and extra steps for the volunteers and staff managing the shop. In some cases, the staff had very limited or no computer experience, so finding a point of sale solution that was easy to learn and easy to use was a key factor in Lake Forest Hospital's selection process. The shops have a very loyal clientele who expect continued excellent service, and Lake Forest Hospital required a retail system that would assist in providing that level of service.

During the selection process of point of sale solutions, decision-makers were looking at price, flexibility, integration with MAS 90 and the ability to work with inventory control, as well as, ease of use. HighTower's Point of Sale Professional was a perfect match.

"In some cases the users, our volunteers, may not have any computer experience at all. We needed to implement a system that would be easy to learn and easy to use," states Kevin Klonder, Senior Controller, Lake Forest Hospital, "The software will automatically launch the screen for the next action, prompting you to the next step."

Quick and easy entry was the focus of HighTower's developers as they were writing Point of Sale Professional. A user only needs to hit the keyboard twice to enter and complete a transaction. Yet the software includes all the features you would expect from any MAS 90 module: Advanced Lookup Engines, Customer and Inventory Inquiries, Sales Order access and Transaction History Inquiry. Point of Sale Professional even includes features some users wouldn't expect, like the ability to view a cashier's transactions and cash drawer balances while their shift is in progress.

Jill Lane, the Manager of Lake Forest Hospital's Gift Shop is the biggest fan of Point of Sale Professional. Sales journals, management reports and Point of Sale Professional's security features help Jill keep a close eye on the activity in her store.

Point of Sale Professional is designed to handle the fast-paced needs of the retail environment and installs like any other MAS 90 or MAS 200 module. Optional integration to the Accounts Receivable, Inventory Management, Bank Reconciliation and Sales Order modules are handled in option maintenance. Point of Sale Professional interfaces with the credit card processing software already setup in MAS 90 or MAS 200 preferences. During the implementation process and beyond, your Best Authorized Reseller is backed by Hightower's Support Staff, who are committed to your success.

What was the overall experience with HighTower's Point of Sale Professional?

"The implementation process went great," says Kevin Klonder, "This was an enormous change for us, moving from DOS to Windows, and HighTower was there for us every step of the way, after hours, on weekends."



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