



Ticketing, Bookings, Memberships, E-Commerce, EPOS, CRM, Access Control, Accounting, Reporting

VMS Sync



Introduction

VMS is a software and hardware solution to cater for the complete management of any venue that sells tickets, takes bookings, sells merchandise, provides hospitality or manages area access.

As a modular based suite you can pick the functionality your business needs now and add more modules as you grow.

VMS is easy to use and provides the functionality needed to run any size venue in a single application, at a fraction of the cost of combining separate applications such as Microsoft Dynamics, SAP or Sage.

As you grow VMS will grow with you, no need to worry about your systems keeping up. With VMS you already have all the tools you need. With all your customers' data held securely in a single place, managing your [GDPR](#) data protection requirements becomes easy, more efficient and less costly.

This document describes the [VMS Sync](#) functionality and options.



VMS Sync

As with everything we do we've tried to make how you access VMS as flexible and easy as possible. VMS can be fully cloud based if necessary, completely hosted onsite or with fully resilient onsite and internet servers, it all depends on what works for you and your customers. There are advantages and disadvantages to every solution but VMS will work in almost all of them and we can provide fast access, synchronisation and backup for all of them.



Single Server (Internet, Cloud)

With this option VMS is hosted by us at our ISP (Internet Service Provider). There are in fact 2 dedicated servers that back each other up for resilience and a third back up at another location. Your customers have rapid access to make online purchases as the servers are connected at very high speed to the internet.

This also represents the lowest cost per capita as there is no investment needed for the purchase and maintenance of additional hardware at the venue.

Access to VMS for staff is solely reliant on the internet connection available at the venue at that time. During busy periods such as match days where there could be thousands of additional connections, the connectivity could be affected.



This option works well for the [VMS EPOS](#), [VMS Shop](#) (E-Commerce) and [VMS Bookings](#) modules and will indeed work for every module. It also works for smaller venues where visitor numbers are maybe not so high. We would not necessarily recommend it for [VMS Ticketing](#), [VMS Accounting](#), [VMS Access Control](#) or larger venues where the potential exists for larger crowds and data from scanned tickets for turnstile entries etc. needs to be relayed to the server. These are sites where performance, backup and resilience take higher priority.

Single Server In-house (Onsite)



VMS is hosted on a server at the venue. Staff are able to access VMS through the local network and so are not reliant on an internet connection. However, any customer purchases made online will be reliant on the venue's internet connection which may have an impact on the performance of the venue's internet connection.

The purchase and maintenance of the server, backup strategy and any resilience options would need to be managed by the venue.

As with the single internet server option this works well for [VMS EPOS](#), [VMS Shop](#) (E-Commerce) and [VMS Bookings](#) modules. It also works well for venues providing purely onsite ticketing and retail services plus venues that have their own IT team.

Server Onsite & on the Internet

Our most popular and recommended option is to have VMS hosted on both an in-house server at the venue and simultaneously on the internet at the VMS ISP.

This options provides most of the benefits of the single server options above plus the resilience and backup strategies of multiple servers.

Staff have access to their own VMS server and customers have fast access to the internet server. Data from the turnstile controllers is relayed via the local network to the local server for the almost instant response required. Data is synced between the two servers at all times. Should the in-house server not be available for any reason staff can switch to the internet server and continue working with all the data being synced to the in-house server the moment it becomes available.

As you can imagine this is more expensive than the single server options but provides all the necessary performance, resilience, backup, security and peace of mind that is required for a more complete VMS installation.



Server Specification

Although we would always recommend purchasing the highest specification of server that your budget can accommodate there is a minimum specification that we would recommend.



Dell PowerEdge R430 – Rack Mount Server, 2.5" chassis up to 8 x 2.5" hot plug hard drives
Intel Xeon E5-2623 v3 3.0GHz,10M Cache,8.00GT/s QPI, Turbo, HT,4C/8T
2 x 16GB RDIMM, 1600 MHz, Low Volt, Dual Rank, x4
Windows Server 2012 R2, Standard Edition, English, Incl. 5 CALs, With Media.
PERC H730 Integrated RAID Controller 1GB Cache
2 x 200GB, SSD SAS Value MLC 3Gbps, 2.5in Hard Drive (Hot-plug) (configured as a mirrored pair for resilience).
Dual Hot Plug Power Supplies 350W
On-Board Broadcom 5720 Dual Port 1GBE
iDRAC8 Enterprise
Rack ReadyRails™ Sliding Rails with Cable Management Arm
3Yr Basic Warranty - Next Business Day
Microsoft® SQL Server Standard Core 2014 OEM License – for 4 processor cores.

As VMS is constantly being updated and improved we would recommend contacting us to confirm any server specification before any purchase is made.



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