



Northstar Software Update

August 9, 2017

Why Change Software?

- Old system in use since 1999
- Jonas originally developed for golf course use
- Required additional software platforms (RecTrac/Mind Body)
- No usable F&B software – Jonas is outdated
- Staff has to manipulate data to perform duties

Who is Northstar?

- Founded in 2003
- Over 500 clubs and HOA's (50 "Platinum" Clubs)
- 150 Employees
- Sun City Huntley was first Del Webb community to use Northstar
- First single platform system designed for HOA's



Benefits to Residents

- One user log-on & password
- More reliable website platform
- Mobile App for residents
- Interactive seating charts
- Classifieds return
- Use member card, key fob, or smartphone

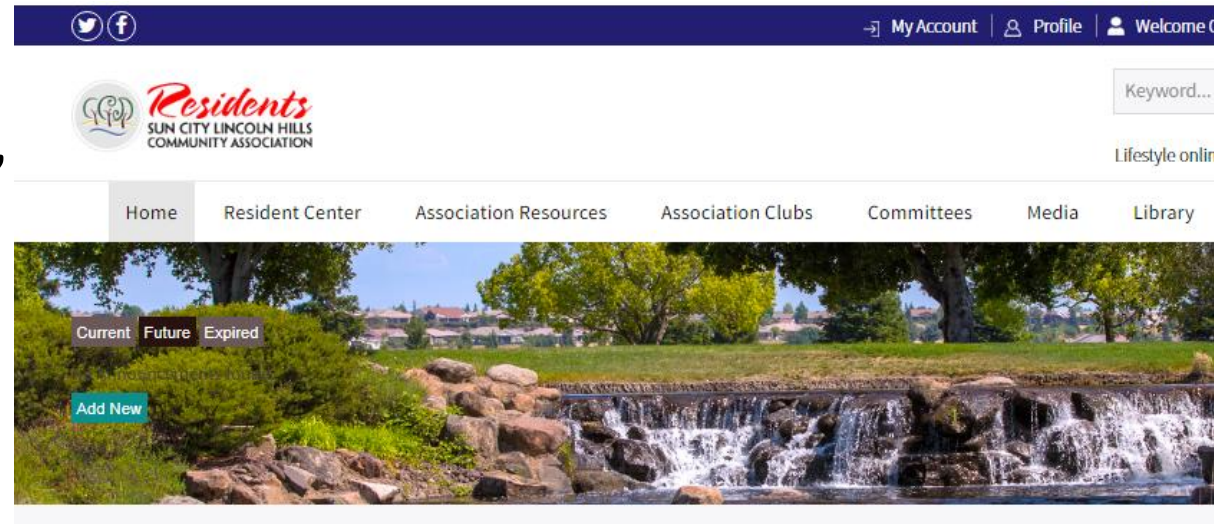


Benefits to Staff

- One software system to support all Association functions
- End of Day reports handled by software, not manually entered
- Resident opt-in for Association documents
- Customizable reports
- Supports future paperless conversion

Website

- Easier to navigate – less clutter
- New online resident directory
- Online resident profiles – you decide what to share
- Good News section
- Library more “user friendly”



Website

Near Future – Lifestyle Online:

- Register for classes
- Online reservations
- Purchase event tickets
- Pay assessments online



Food & Beverage

- Use of tablets to expedite service to the kitchen
- Improved reporting system
- KDS – Orders are uploaded onto computer terminals to the cooks line in the order they are sent
- Future online reservations option
- Future “Grab N Go” option

Meridians
Restaurant & Bar

Membership

- Opportunity to clean-up member records
- Multiple membership cards
- Electronic document delivery option
- Community Standards tracking reports



Fitness

What is Different?

- Gym check-in
- Accompanied guest check-in
- Class check-in
- Check in using your phone



Fitness

Future

- Small Group Training – More flexibility
- Wellness studio to use same software



Fitness

Back Office Improvements

- Personal Trainers – Check in & schedule time using software
- End of days go straight to accounting
- Inventory control is more detailed



Lifestyle

- Automatic service fee charge added to Public enrollment for classes
- Provide equipment and resource inventory

Future enhancements:

- Provide discount to residents for Concerts and Shows
- Mitigate double booking of equipment and resources for multiple room bookings
- Interactive seating charts for Online sales



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End of Presentation