



Scheduling Appointment Software and Web Booking System

For G-Cloud 13

By Horizon Software Solutions

Booking Autopilot Service Definition

Booking Autopilot is an online automated booking system, scheduling and appointment software designed for the public sector with multi-department/location hierarchy support (G2B2C). Easily create your schedule, set pricing and the platform is ready. Autopilot supports in-centre or online classes/appointments over Zoom with automated bookings and billing.

Booking Autopilot is a unique booking solution that enables multi-tier departments to handle bookings within a single system, allowing separate schedules for different locations, sub-organisations or practices. For example, local councils are able to create sub-organisations each with their own accounts and independent booking schedules. This enables a single deployment to cater for organisations with multiple locations and different management groups ensuring that the local council is able to view all information whereas each sub-organisation can only see information relating to itself. This is similar to a master franchisor and franchisee relationship.

Developed by Horizon Software Solutions to fill a gap in the market for organisations in need of maximizing online sales, reducing time spent on admin and being able to cater for flexible organizational structures. Booking Autopilot is easy to use for both administrators and customers. We provide support and ongoing updates and continual investment into our product.

A full demonstration of Booking Autopilot can be provided upon request. Campaigns, data analysis and other digital marketing services are available.

● Spaces available ● Class is filling up ● Class is full

Today << >> 27 May 2019 - 2 Jun 2019

	Mon 27/05	Wed 29/05	Thu 30/05	Fri 31/05	Sat 01/06
9:00 AM	9:15 AM — 10:00 AM Penguin/Koala - from walking to 2 years	9:15 AM — 10:00 AM Wallaby/Kangaroo - from 2 to 3 years	9:15 AM — 10:00 AM Wallaby/Kangaroo - from 2 to 3 years	9:15 AM — 10:00 AM Possum - from 3 to 4 years	9:30 AM — 10:15 AM Possum - from 3 to 4 years
10:00 AM	10:15 AM — 11:00 AM Wombat - from 6 to 12 months	10:15 AM — 11:00 AM Penguin/Koala - from walking to 2 years	10:15 AM — 11:00 AM Penguin/Koala - from walking to 2 years	10:30 AM — 11:15 AM Penguin/Koala - from walking to 2 years	10:45 AM — 11:30 AM Wallaby/Kangaroo - from 2 to 3 years
11:00 AM		11:15 AM — 12:00 PM Wombat - from 6 to 12 months			
12:00 PM					
1:00 PM					
2:00 PM					
3:00 PM					

Book ✕

Wallaby/Kangaroo - from 2 to 3 years

📅 29 May 2019, Wednesday

🕒 9:15 AM - 10:00 AM

📍 KindyROO Ballarat

Remaining classes in the term

3 x \$15.00 \$45.00

Enrol now ↻

1 class

1 x \$15.00 \$15.00

Trial class

1 x \$20.00 \$20.00

Booking Autopilot is an extremely comprehensive and adaptable platform, and due to its multi-hierarchy support, it can support a large and varied number of use cases, including, but not limited to:

- ✓ Leisure centres
- ✓ Medical Appointments
- ✓ Libraries
- ✓ Sports facilities
- ✓ Courses
- ✓ Driving schools
- ✓ Home visits
- ✓ Room Bookings

Integrations for Booking Autopilot include:

- ✓ Zapier (integrates to 1300+ other apps)
- ✓ Google Analytics
- ✓ Paypal
- ✓ Stripe
- ✓ Direct debit
- ✓ Slack
- ✓ API is available for further integrations with full documentation
- ✓ Zoom

Service features

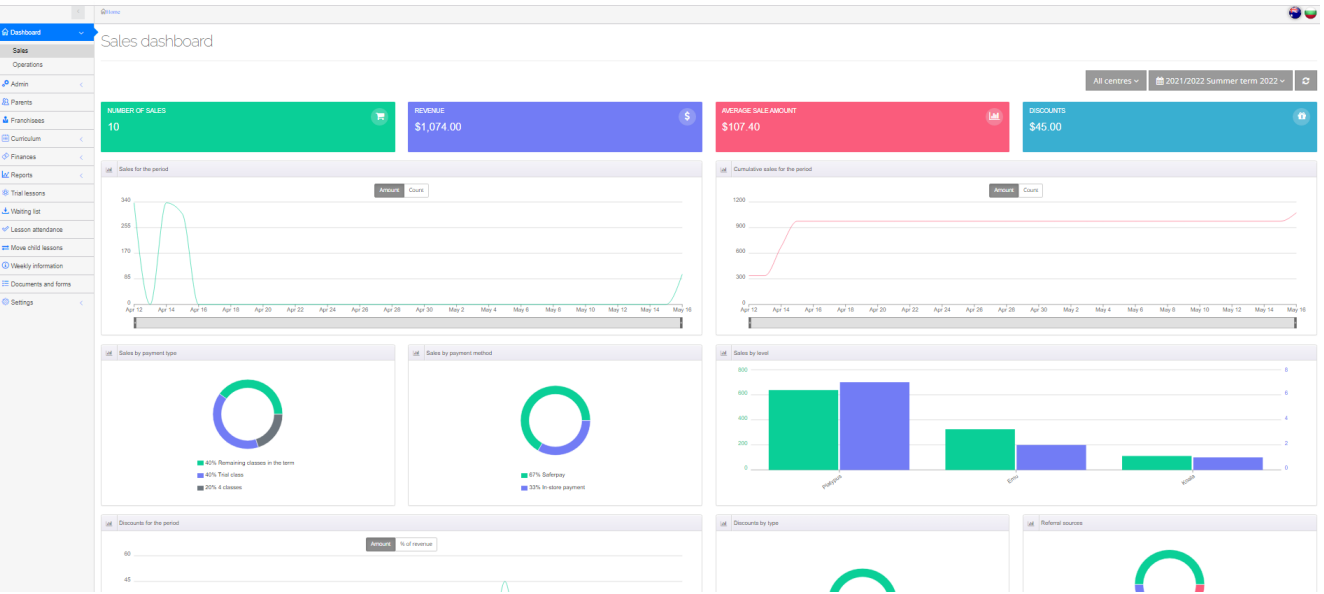
- Manage bookings/appointments (individual, group, one-off, recurring, workshops, camps)
- Priority support by UK team (only humans, no robocalls)
- Supports isolating access by departments, locations and businesses (G2B2C)
- Online payments/invoicing (various payment options incl. childcare vouchers)
- Set up trial sessions, waiting lists and other appointment types
- Automated email, SMS and push notifications to customers
- Automated analytics, dashboard and reporting by Autopilot
- Automated staff and booking availability by Autopilot
- Online classes over Zoom with automated bookings and billing
- Promo codes, gift vouchers and highly configurable discounts
- In platform messaging system allows customer emails direct from platform

Service benefits

- Optimise calendar with 24/7 availability to take bookings
- Deploy siloed booking systems for each department/business (G2B2C)
- Enhance decision making with reporting of KPIs by Autopilot
- Reduce wasted time on admin work and improve staff satisfaction
- Instant deployment, simple setup and training by our UK team
- Customisation available to your specification by UK-based expert software developers
- Setup and training by industry experts and Booking Autopilot specialists
- Maintain your brand with our white-labelled site and API
- Online classes over Zoom with automated bookings and billing
- Easily manage schedules (staff availability, holidays)
- 24/7 support available from highly-trained specialists

Easy Content Management

- ✓ Quick and easy integration with a modern user interface
- ✓ Optimising the workflow schedule
- ✓ Create discounts and promo codes
- ✓ Automated email campaigns to selected customers
- ✓ Personalised email templates



Payment configuration

Payment configuration

- PayPal Express Checkout** External
Use PayPal Express Checkout when customers are transferred to PayPal to approve the use of PayPal and then returned to your website to complete their order. [Configure](#)
- Easy Pay** External
EasyPay provides payment services in accordance with a license, issued by the Bulgarian National Bank, allowing it to act as a payment institution. [Configure](#)
- ePay.bg** External
ePay.bg is a certified payment service provider (Level 1 Service Provider) in accordance with the rules of international card organizations. Since 2007 ePay.bg has the highest security certification from VISA and MasterCard. [Configure](#)
- Safetypay** External
Safetypay is an e-payment platform developed for eCommerce and Phone/Moborder trading. [Configure](#)
- Bank Transfer** External
A wire transfer sent from one bank account to another bank account or through a transfer of cash at a cash office. [Configure](#)
- Stripe Card Payments** External
Securely collect card information from your customers and create a card payment. [Configure](#)
- GOCARDLESS** External
Collect invoice payments automatically on due dates. [Configure](#)
- In-store payment** External
Accept payments by cash or bank card on a POS terminal. [Configure](#)

Powered by Booking Autopilot v2.3.2

Manage lesson attendance

Select a Centre and Term

Centre: Baby Center | Term: Summer term 2022 (2024-2022 - 11/09/2022)

Click on a class from the timetable below (Baby Center - Summer term 2022)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
09:00 - 09:45 Walky - from 2 to 2.5 years 0/10 enrolled paid 0/0 trial 0/0 make-up	13:00 - 13:45 Kooka - from 1.5 to 2 years 0/10 enrolled paid 0/2 trial 0/2 make-up	08:00 - 08:45 Emy - from 0.5 to 3 years 1/10 enrolled paid 0/0 trial 0/2 make-up	09:00 - 09:45 Pergun - from 1 to 3 years 0/10 enrolled paid 0/0 trial 0/2 make-up	11:40 - 12:25 Playpus - up to 6 months 1/5 enrolled paid 0/0 trial 0/1 make-up	08:35 - 09:40 Kooka - from 1.5 to 2 years 0/10 enrolled paid 0/2 trial 0/3 make-up	09:40 - 10:25 Playpus - up to 6 months 0/7 enrolled paid 0/0 trial 0/0 make-up
16:30 - 17:45 Emy - from 4 to 5 years 1/12 enrolled paid 0/1 trial 0/1 make-up	21:30 - 22:15 Wombar - from 6 to 12 months 0/10 enrolled paid 0/0 trial 0/0 make-up	20:10 - 20:55 Wombar - from 6 to 12 months 0/5 enrolled paid 0/0 trial 0/2 make-up	11:50 - 12:35 Wombar - from 6 to 12 months 0/5 enrolled paid 0/2 trial 0/1 make-up	14:40 - 14:45 Playpus - up to 6 months 0/7 enrolled paid 0/0 trial 0/0 make-up	09:00 - 09:45 Playpus - up to 6 months 1/8 enrolled paid 0/2 trial 0/3 make-up	
20:30 - 21:00 Playpus - up to 6 months 0/7 enrolled paid 0/0 trial 0/0 make-up					10:30 - 11:15 Kangaroo - from 2.5 to 3 years 1/10 enrolled paid 0/0 trial 0/0 make-up	

Single lessons (Baby Center - Summer term 2022)

Date	From - To	Level	Normal	Total	Make-up	Actions
No items found.						

Real-time campaigns help drive a good customer relationship

- ✓ A fast and effective method for directing the right information to different customer groups
- ✓ One-off or regular marketing campaigns
- ✓ Automated campaigns and user behavior
- ✓ Audience engagement
- ✓ Automated SPAM check before sending campaigns
- ✓ Easily traffic tracking to your website
- ✓ Campaign performance analysis and statistics

Working with Horizon Software Solutions

Our software platform provides a full range comprehensive cloud-based service which works in any setting and for services with regular engagement/contact with its customers, whether for services or communications. Its functionality is rapidly customised to meet each client's specific needs and operating environment to improve the customer experience but also data management and efficiencies.

We work with clients to assess problems and business needs, and then move rapidly to employ Booking Autopilot in a customisable and clear way. We provide development/technical skills for the complete lifecycle of the booking solution to ensure that it fully meets client's specific requirements; and provides associated project consultancy services, and ongoing support such as helpdesk, etc.

We also provide full system integration, management, on-boarding, project management, data cleansing and management, and support services as part of our cloud support service.

Charges and Fees

We have clear and transparent pricing across all our cloud software services and support. Full details are provided in the attached Charges and Fees, including SFIA rates. Our payment terms are monthly invoicing with payment within 30 days. Termination and end of contract arrangements will be discussed and agreed on appointment. In the case of licences, the terms and duration of the licences will be agreed on appointment.