

Tom and Denise Rowland explain why they are glad they replaced their POS Solutions software with Tower Systems

In October 2008, we felt we could no longer work the long hours, and handle the stress we were experiencing, as a result of the new POS Solutions Software installed in late February.

Problems started occurring with the POS Solutions software four months after the software was installed. Paper accounts were not charging regularly, other problems kept appearing.

Many calls to POS Solutions for support were not returned for days at a time, and then not at all. Frustrated, we rang and asked for someone in authority to call. Three weeks later we received a call regarding our support – saying that it was overdue. This was the first we had heard this. We were not happy. Zac Varga, a Director of POS Solutions had spoken about upgrading on several occasions and had advised that support was included.

Disappointed at being told that we were not supported we rang to speak to Zac Varga. To this day he has not returned that call.

Tower Systems called about eziPass at around this time. I asked about the Tower software, explaining my many problems with the POS Solutions software. They offered to ring back within twenty minutes. It was my lucky day – within fifteen minutes we received a call that would change our life in the Newsagency.

I am so grateful to the team at Tower who pitched in to help. Rohan Genn, a former newsagent, spent a week in Chiltern helping us to get the most from our new Tower software, and William Leung spent two days helping us move from POS Solutions.

Today, four months on, we are different people. We have software that helping our business operate efficiently and identify areas of growth.

The difference between Tower Systems and POS Solutions is like chalk and cheese. The people at Tower actually care, they support us in an instant, on the same day. The week after installing the software, they rang every two days to make sure we were ok, as we hadn't rung them. Our reply was that it was so easy and user friendly we had no need to ring.

Thanks to the fantastic Tower software, we were also able to detect transactions involving theft from our store.

Thank you for your support and friendly manner. We feel part of the Tower family.

Denise and Tom Rowland
Chiltern Newsagency, Victoria
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