RECREATION OUTLETS CASE STUDY

Recreations Outlet operates two large indoor playground showrooms in Cincinnati and Columbus, Ohio, offering premium playsets, trampolines, and basketball goals. Their unique "pay-to-play" model attracts families who often purchase the products their children enjoy in-store.

Pete DeLois'
Recreations Outlet
WE BUILD FUN!

THE CHALLENGE

Managing high-volume transactions, complex inventory, and integrated credit card processing across multiple locations was a growing challenge. Local servers required constant updates and IT support, leading to downtime and increased costs. Manual processes—such as re-entering online orders and handling credit card data—added risk and inefficiency.

SOLUTION

In 2024, Recreations Outlet transitioned to System Five on Cloud to streamline operations and reduce reliance on local IT infrastructure. The cloud-based solution eliminated the need for on-premise servers, simplified updates, and provided secure, integrated credit card processing.

AT A GLANCE

- **Industry:** Specialty Retail – Playsets & Recreation Equipment
- **Location:** Cincinnati & Columbus, Ohio
- **Windward Client Since:** 2016
- **Solutions Used:** Point of Sale, Inventory Management, Accounting, Integrated Payments
- **Key Benefits:** Reduced errors, minimized IT workload, improved operational reliability

THE RESULTS

- **Error Reduction:** Moving to the cloud eliminated issues caused by outdated local servers and manual updates.
- **Lower IT Overhead:** No more costly maintenance of credit card servers or frequent troubleshooting—saving time and reducing monthly IT fees.
- **Operational Stability:** "99% of our issues went away after moving to the cloud," noted the team, highlighting smooth day-to-day performance even during high transaction periods.
- **Flexibility:** Staff can work remotely without major disruptions, and integrated credit card processing ensures secure transactions without risky workarounds.

CLIENT TESTIMONIAL

"One is I'd like to say ever since we moved to the cloud version, all of our issues went away. We decided to give going to in the cloud a chance and it it's worked out pretty well."

— Rudy DeLois, Recreations Outlet