

Introducing Jiffy – a web-based solution for managing Internet Cafés!

WEB-BASED INTERNET CAFÉ MANAGEMENT

The Jiffy 3i Advantage

- ① Increase your level of control
- ② Increase customer loyalty
- ③ Increase your returns



Introduction

Jiffy is a modern, sophisticated system that provides Internet Cafés the ability to control, manage, monitor, meter and charge for access to PCs and the Internet.

Features and Benefits

- **The Jiffy Advantage**

Increase your level of control: Since Jiffy is web-based; it means you can manage your café(s) from anywhere using just a web browser! The Jiffy Web Console offers a powerful and intuitive interface via which you and other authorised personnel can take advantage of the many features that Jiffy provides. For instance, you can view and manage active workstations in real-time, create and activate customer tickets and accounts, create and view logs and reports, etc. Regardless of where you are located, your entire café is only a web browser and a few mouse clicks away!

Increase customer loyalty: With Jiffy, you have the choice of either selling access-tokens/tickets to your customers each time they visit or creating password-protected accounts for them. You

may also want to enable "Loyalty" on such accounts so that every time your customers credit their accounts, they receive loyalty points, which they can redeem as soon as they reach a certain threshold that you have specified. It is true that customers would always return to businesses that offer them any sort of reward for their loyalty. This will help keep competition at bay and ensure that customers keep coming back to your café.

Increase your returns: Jiffy's whole design and implementation are geared towards providing you maximum return on your investments. With secure ticket generation and activation, customer account management and loyalty, print monitoring and billing and a web interface for remote administration, Jiffy gives you all you need to be in complete control of your café's operations.

- **Security**

Only authorised personnel (employees) are able to access Jiffy's administrative interface. You can easily specify what parts of the control panel user groups and users have access to via permissions (over twenty-five of them) you set. Every action is audited so you can easily tell who did what in the event that personnel begin to abuse their privileges.

As for customers, they can only gain access to your PCs using valid tickets or accounts (for which they have to provide an ID and a matching password). You may want to increase security and reduce the chances of someone breaking in by specifying the number of login retries after which the PC would be locked and would have to be unlocked by authorised personnel before it becomes available again. Please see the Jiffy documentation for more information.

- **Flexible charging for services**

Using the Jiffy Web Console, you can create different ticket categories with varying time and monetary values (units). You have the choice of either generating, activating and printing tickets in batches (thirty-two tickets per A4 page) or "On-demand" as your customers walk in. Note that you can generate, activate and print thousands of tickets at once!

You may also wish to charge customer accounts differently. For instance, Account A may be charged **2 units/min** while Account B (who is a more loyal or special customer) may be charged **1.5 units/min**. In addition, you could set special rates for different times during the day or night as well as specify different rates for specific PCs or stations.

- **Print Monitoring**

When "Print Monitoring and Billing" is enabled and a customer attempts to send a print job to any of your printers, the Jiffy Client software will determine if the print job was requested in black and white or colour and then check to make sure that he/she has enough credit to cover the cost of printing. If not, the print job will be cancelled; otherwise, it will be sent to the printer and the customer's ticket or account will be charged as per the printing parameters you have defined for your café. Please see the Jiffy documentation for more information on setting up your café for efficient and reliable print monitoring and billing.

- **Easy and Efficient Management**

Jiffy has been designed and loaded with features to make life easier for Internet café owners. Most café management software applications require you to start the Server manually every time you start the operating system. But this is not necessary with Jiffy!

The Jiffy Application Server starts as a service on your operating system. This ensures that you do not have to log in interactively first in order to start it. All you need to do is power up your host machine and you are in business! At the end of the day, all you need to do again is simply shut it down! You can interact with the Jiffy Application Server via the Web Console using a web browser, either locally on the host machine or remotely from one of your workstations or through the Internet if you have a publicly identifiable IP address.

The Jiffy Client stations can be configured to start up and log into Microsoft Windows with a "guest" account every time your PCs start up. This has the nice side effect of providing increased security for your PCs and reducing abuse by recalcitrant users and software applications.

- **Reporting**

Jiffy offers you a wide range of reporting options. You can, for instance, tell exactly how much to expect from ticket sales and how much you actually received. You can also get reports on how long your PCs were up for, printing, ticket/account usage, customer loyalty, etc.

You may log into the Jiffy Web Console and create/view these logs and reports manually or you may wish to subscribe to specific reports and Jiffy will send them to your mailbox automatically via e-mail on schedule! Please see the Jiffy documentation for more information.

Frequently Asked Questions (FAQs)

Will Jiffy improve the earnings of my café?

The earnings of your café may improve as a result of the following:

- Because Jiffy provides controlled access to ticket generation, activation and printing, only authorised personnel can perform these operations including the management of customer accounts. All activities are logged so you can tell exactly who did what, and when. It will help improve accountability and thus, influence your returns positively.
 - Revenues from printing services will soar while wastage will be completely eliminated or, at best, reduced to the bare minimum.
 - With customer loyalty enabled, patronage will increase, as people will always want to use your café.
 - Customers with accounts will often pay for services up-front; thereby, improving cash flow for your business.
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What do I need to run Jiffy?

Jiffy is a client/server based system and so is made up of two components – the Jiffy Application Server and the Jiffy Client. The Jiffy Application Server is written in the Java programming language and thus has the potential for running on most operating systems – Microsoft Windows, Linux and other flavours of Unix including Apple's Mac OS. While, the Jiffy Client runs on Microsoft Windows 2000/XP.

The following are hardware and software requirements for Jiffy:

- **Jiffy Application Server**

Windows 2000 Professional or Server with (Service Pack 4), Windows XP or Windows Server 2003.

128MB (or more) RAM.

The Java Runtime Environment (JRE) version 1.5.0 (J2SE 5.0) or higher which, you can download free of charge from

<http://java.sun.com/j2se/1.5.0/download.html>.

Jiffy will not run on previous versions of the JRE. (Note: you do not require the Java Development Kit, the JRE is sufficient.)

- **Jiffy Client**

Windows 2000, XP

64MB (or more) RAM

Do I need additional software, e.g. a Web Server for web access or database in order to use Jiffy?

No. The Jiffy Application Server comes with its own Web Server and database engine so you do not need any of these installed separately. However, for web access you will need a modern browser e.g. Microsoft Internet Explorer 6.x and Mozilla-based browsers like Firefox 1.x, Netscape Navigator 7.x. Additionally, you would need to install the free *Acrobat Reader* (version 5.0 and above) plug-in for your browser of choice.

Note: Jiffy uses *Acrobat Reader* to display generated tickets.

Why do I need web-based access to my café and is it secure?

You will need web-based access if you truly want to be in control of your business and wish to have first-hand information anywhere, anytime; instead of having to rely on hand-written reports handed over or e-mailed to you by your employees. In addition, if you are the owner or administrator of two or more cafés, then having web-based access will be invaluable at times when you can not be present physically at any of your locations for direct, on-site management. Finally, access to your site is secure as employees and other personnel would have to provide a user name and password in order to gain access to the administrative panels of the Jiffy Web Console.

How much does Jiffy cost?

Jiffy is free for cafés who own eight (8) or less computers both for evaluation and business purposes! However for cafés where there are more than eight (8) computers, Jiffy is sold and licensed at =N= **2,000.00** per client or station. So if you have a site with twenty (20) PCs for instance, it will cost you =N=**40,000.00** to install and run Jiffy. There are discounts available for volume purchase.

How do I obtain Jiffy?

Jiffy will soon be available at <http://www.creektownsw.com> for download. However, if you need to evaluate/deploy it right away or visit a café where Jiffy is currently running to see a live demo, you can call the number at the foot of this page or send an e-mail to sales@creektownsw.com.