



Services

Account Management

TOR will assign an account manager to each customer. Our account manager will meet with the customer regularly to discuss system performance and future needs..

These meetings provide a platform to ensure that our knowledge of a customer's business is up to date and our service can therefore be tailored to suit their varied requirements.

"TOR have provided us with valuable advice over the years and guidance on how to maximise the effectiveness of our system."

Sandy Clark, Visitor Operations Manager, Natural History Museum

Training

TOR provide full training at user, administrator and management level. All courses are accompanied by comprehensive documentation. Standard or bespoke courses are available at locations to suit you.

"The staff have been a pleasure to work with and their extensive experience in the museum world has been a real bonus."

Geraldine Philpott, Project Manager, Imperial War Museum, London

User Group

TOR invites all customers to its user groups, held yearly, to discuss issues affecting the Maxim community and to showcase new developments.

These events give our clients the opportunity to meet their peers and discuss current issues affecting their industry. The day includes guest speakers, technical reviews and a future development showcase.

"The User Group meetings are invaluable! They offer us a chance to share best practice with some of the UK's leading attractions, which ultimately improves all our business operations!"

Alan Reid, IT Manager, Glasgow Science Centre



Consultancy

With over 25 years of experience, TOR can be called upon to advise on many facets of visitor management including visitor flow, access control, ticketing locations, desk layouts etc.

“TOR have worked closely with the Zoo to provide an imaginative and effective solution to our requirements as they have developed.”

Chris Wreford-Brown, Manager, Paignton Zoo Environmental Park

Support

We provide a comprehensive and effective support package, tailored to client needs. Part of our service philosophy is to encourage a good level of competence in our clients so they can manage their system effectively.

We can then provide the appropriate level of support, ranging from remote cover to full on site assistance.

“Excellent, helpful support service - nothing seems too much trouble.”

Bill Finlay, Executive Manager, Flambards Theme Park, England

Project Management

Our professional and experienced project managers work with our clients to achieve an effective and efficient installation.

Regular meetings and formal documentation ensure that projects are delivered on time and on budget.

“TOR has worked with the NMM in developing the system to suit our specific requirements to a high standard”

Sarah Connolly, Bookings Manager, National Maritime Museum