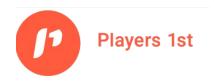
UT-viðburður GSÍ

Upplýsingatækni golfhreyfingarinnar - horft til framtíðar

10:30	Opnun	Guðmundur Óskarsson, UT nefnd GSÍ
10:40	BI solution tailored for golf clubs	Jacob Buksted, M. Director and Co-Founder at Players 1st
11:10	Roadmap 2024/2025 and Union App	Andreas Norfelt, CEO EMEA at OOLIO Group and GolfBox
11:40	Spurt og svarað	Guðmundur Óskarsson, UT nefnd GSÍ
12:00	Léttur hádegisverður	









A customer experience management and BI solution tailored for golf clubs



What we do

Players 1st empowers golf course managers to gain **deep insights** into their **customers' experiences**, identify pain points, and optimize their operations to enhance customer satisfaction, recommendation rate, retention, and profitability.

Players 1st also offers a tailored **Business Intelligence platform** with three modules – member stats, bookings and financials.

Players 1st is the only Customer Experience Management solution designed specifically for golf courses.



A STRONG BRAND IN THE INDUSTRY

International recognition

FEDERATIONS



INTEGRATIONS

















And many more...



















And **2,500** others...

















And 30+ other...

A few survey stats



10 MILLION

Surveys conducted

More than 10M surveys have been created over time.

3.8
MILLION

Golfers in total

More than 3.8M golfers have used Players 1st to make their voice heard.

How it works - members

Players 1st seamlessly integrates with leading golf booking and membership platforms to create in-moment triggered automated golf experience dialogues between the golfers and the course.







Active membership

Players 1st automatically sends out a survey to the members

Advanced analytics made easy

Numbers are crunched and key findings are presented

Take action

Based on real time data the manager makes improvements

How it works - guests

Players 1st seamlessly integrates with leading golf booking and membership platforms to create in-moment triggered automated golf experience dialogues between the golfers and the course.



Round is booked

Players 1st integrates with the leading booking software



Round is played

The golfer plays a round of golf at the golf club



Post round survey

Players 1st automatically sends out a survey to the golfer



Advanced analytics made easy

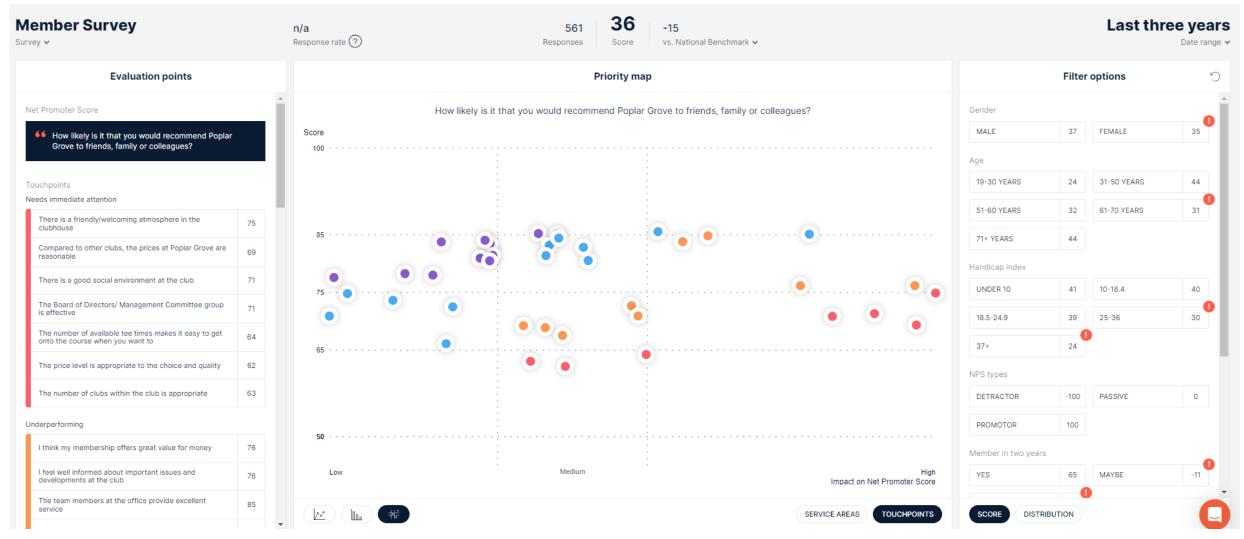
Numbers are crunched and key findings are presented



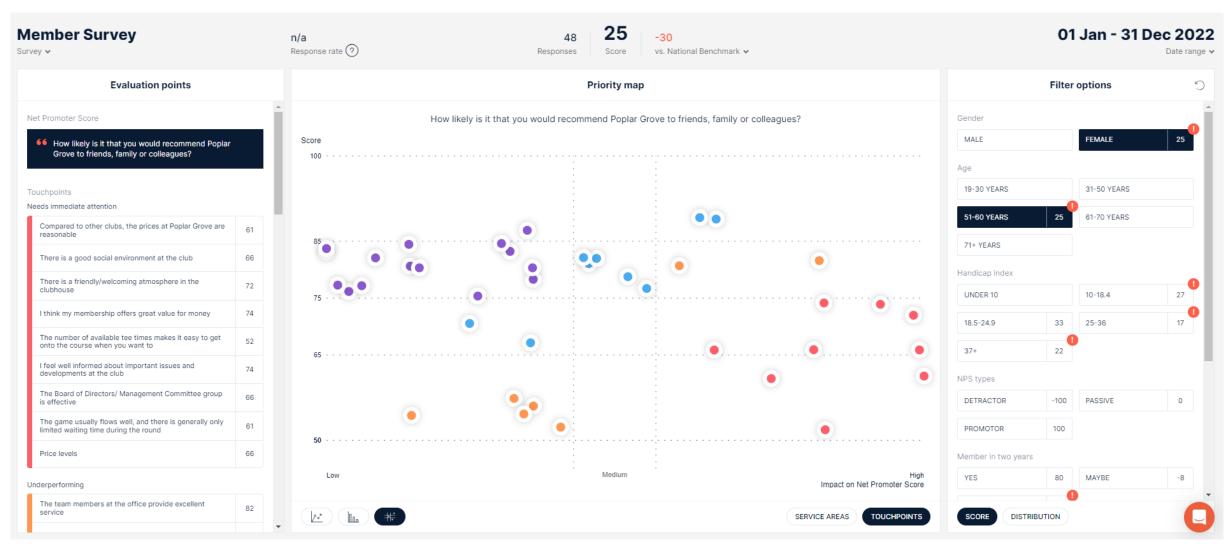
Take action

Based on real time data the manager makes improvements

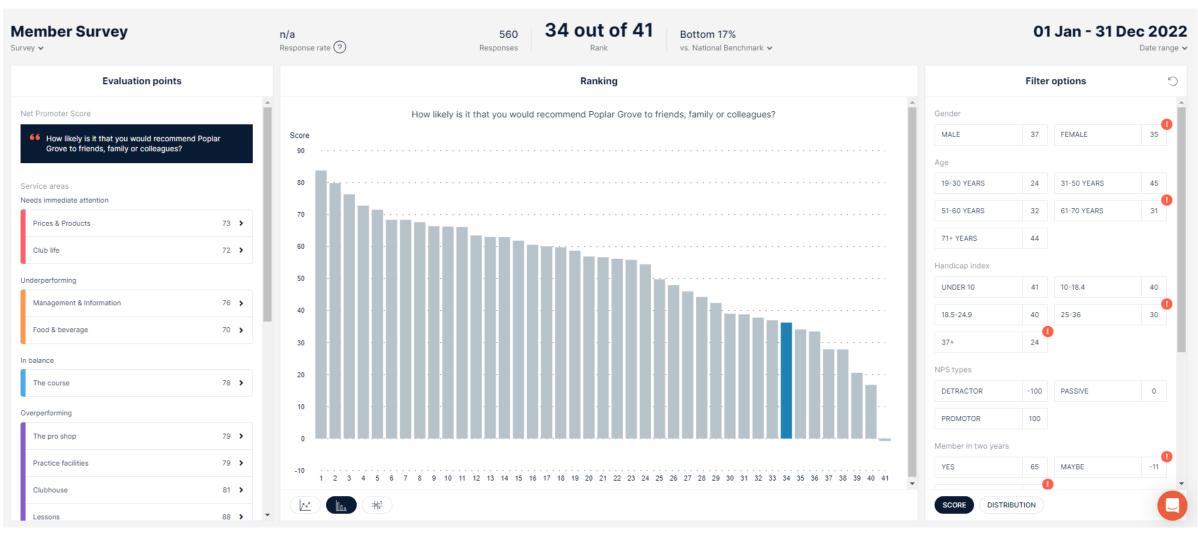




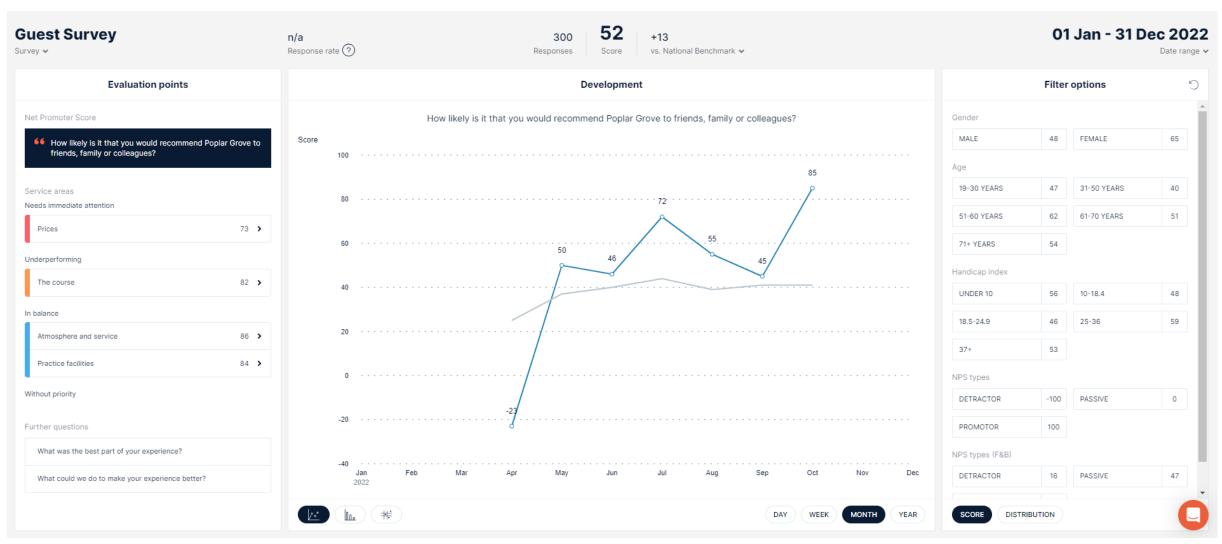














Our survey (CX) solution will soon be available in Iceland

- Our surveys will soon be available in Iceland
- The four basic surveys are
 - Guest survey
 - New member survey
 - Member survey
 - Exit survey
- All in Icelandic guest survey will be available in multiple languages
- Automated send out via Integration with Golfbox



A few Business Intelligence stats



1000 Clubs

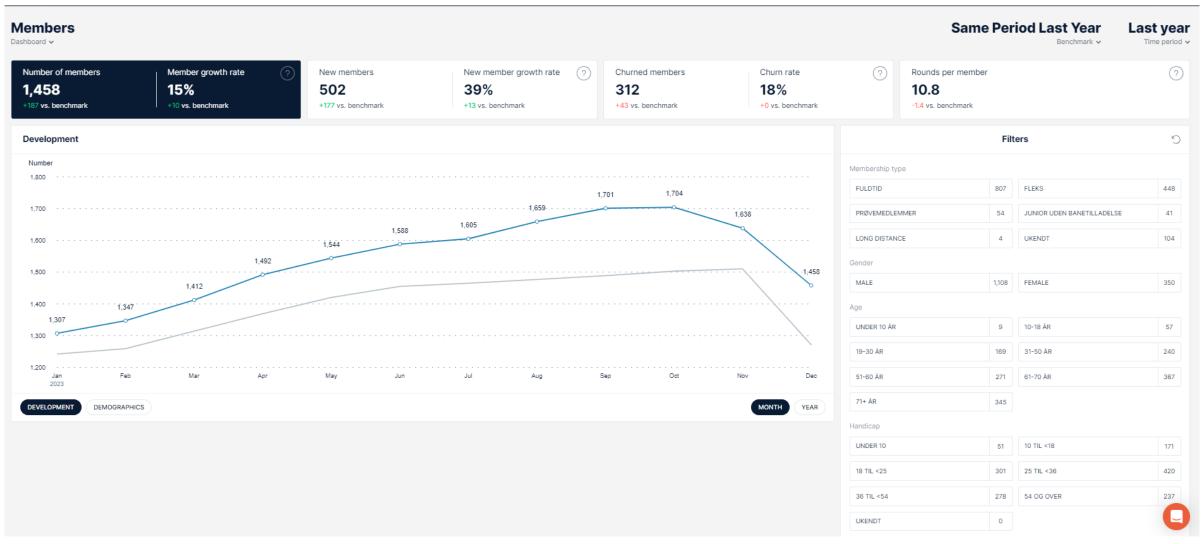
BI usersMore than 1000 clubs are using our BI solution.

7Federations / Unions

Four (soon seven) federations. DK, NO, SE, FI, IS, NL, EN

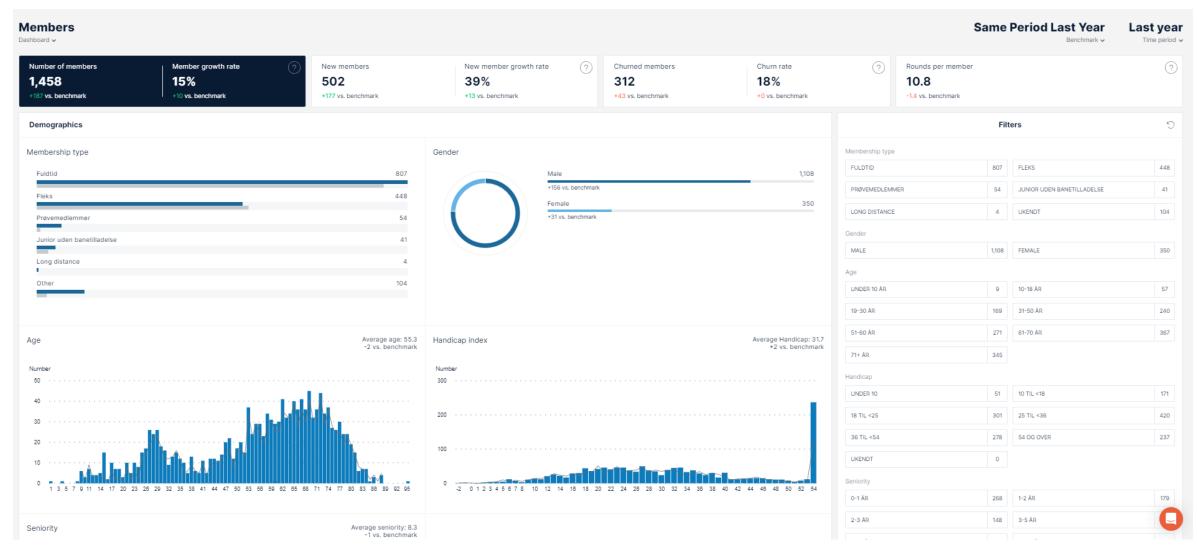
Countries in total

The BI solution – member stats



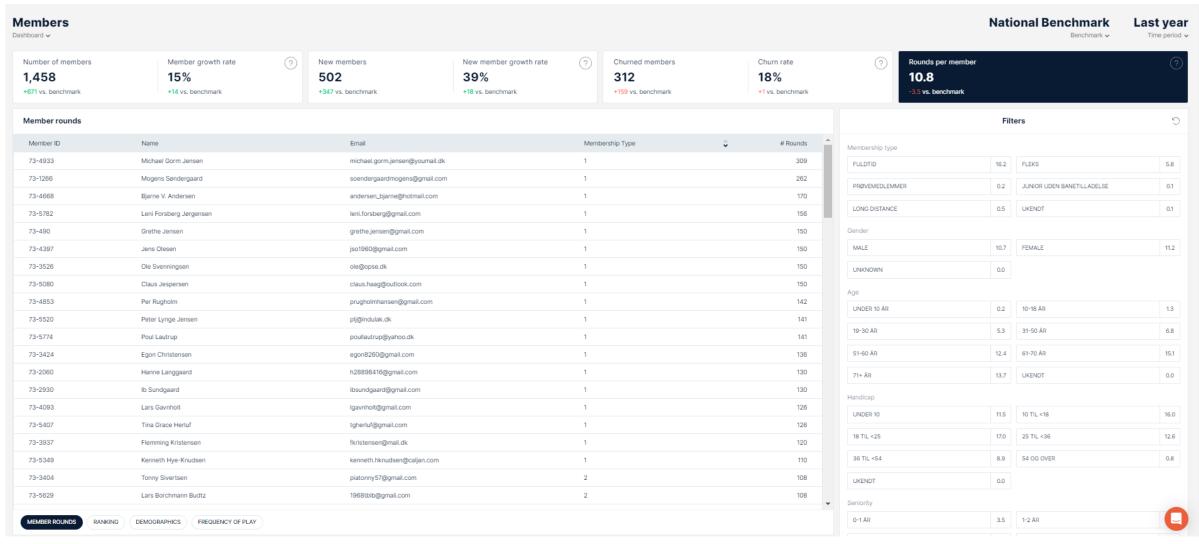


The BI solution – member stats



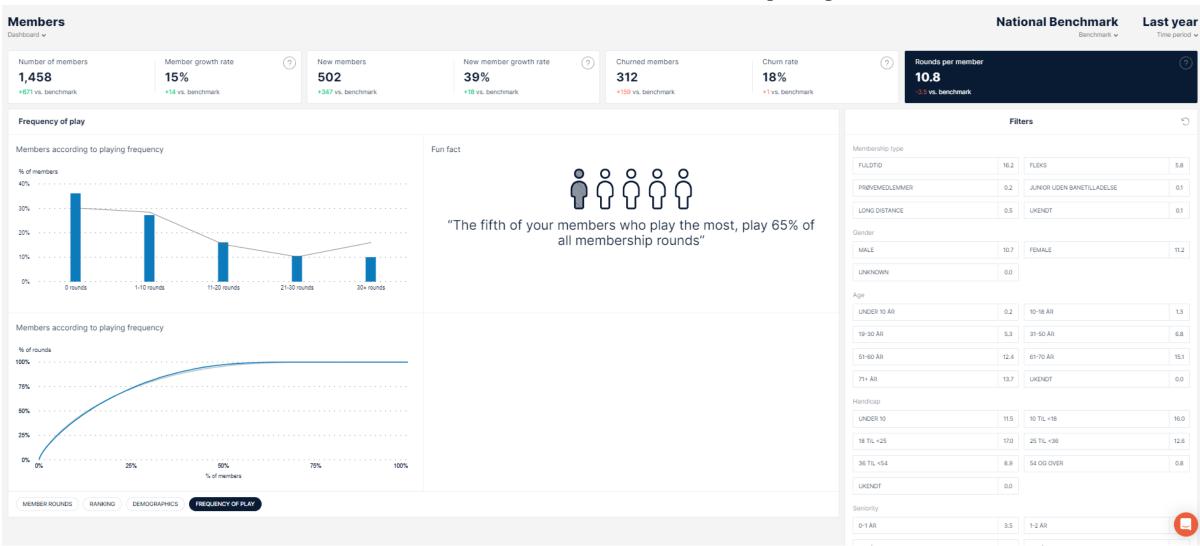


The BI solution – rounds played



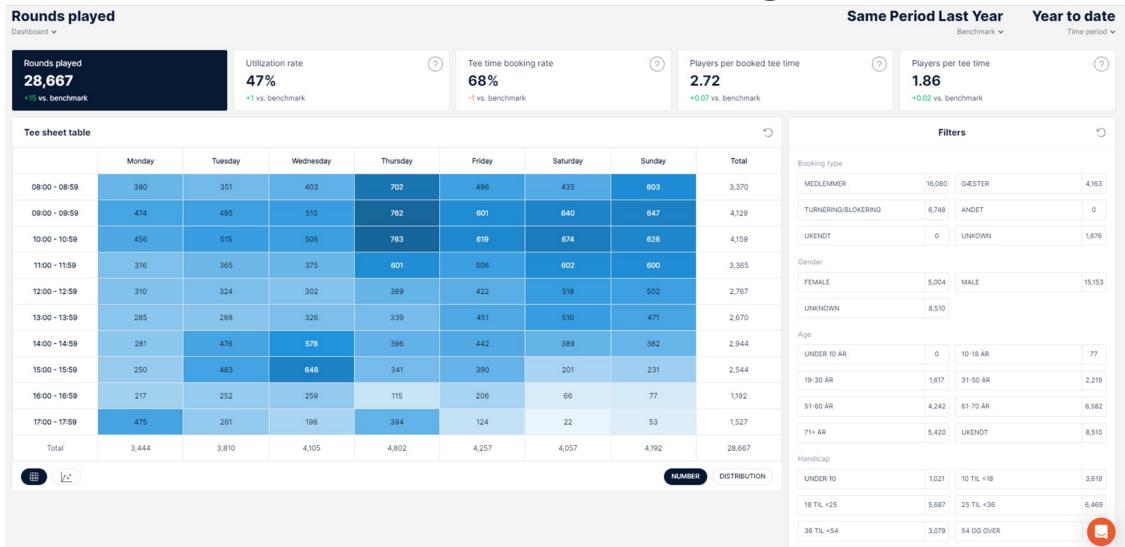


The BI solution – rounds played





The BI solution - bookings





High level product road map

2022 2023 2024 2025 PA Golfer BI Predictive Panel **Analytics** Customer Business PA Experience Intelligence BI BI CX



Semi-detailed product road map 2024

Customer experience

- NPS survey (upgrade)
- Al text analysis
- Custom Survey
- Tag benchmark

Business Intelligence

- Financials
- Data export

Predictive Analysis

- Churn prediction
- Playing behavior

Golfer Panel

- Hot topics
- Industry insights





Case: Smørum Golf Club

- Low performance member satisfaction low, financial results below average
- Strategy defined and made public
- Action Plan defined improvements and when
- Act implementing the stategy and tasks as promised
- Improvement were visuable

Players 1st platform was used to identify and prioritize areas where improvements were needed



Case: Smørum Golf Club – one example of improvement

66 Five years ago, we started receiving negative feedback about our greens. With the help of the Players 1st dashboard, we realized our members cared more about greens than tees. So, we focused on improving the greens first and addressed the tees later. This change led to some criticism of our tees a few years down the line, but since greens were more important for our members, the changes actually elevated the members' overall satisfaction.

Keld Østergaard Christensen, General Manager at Smoerum Golf Club

Case: Smørum Golf Club – one example of improvement





Case: Smørum Golf Club – personal follow up

66 I routinely reach out to members who provide nonanonymous critical feedback. In 9 out of 10 cases, this approach helps the member better understand the reasons behind their dissatisfaction, and occasionally, they become club advocates by sharing this information with other members.

Keld Østergaard Christensen, General Manager at Smoerum Golf Club

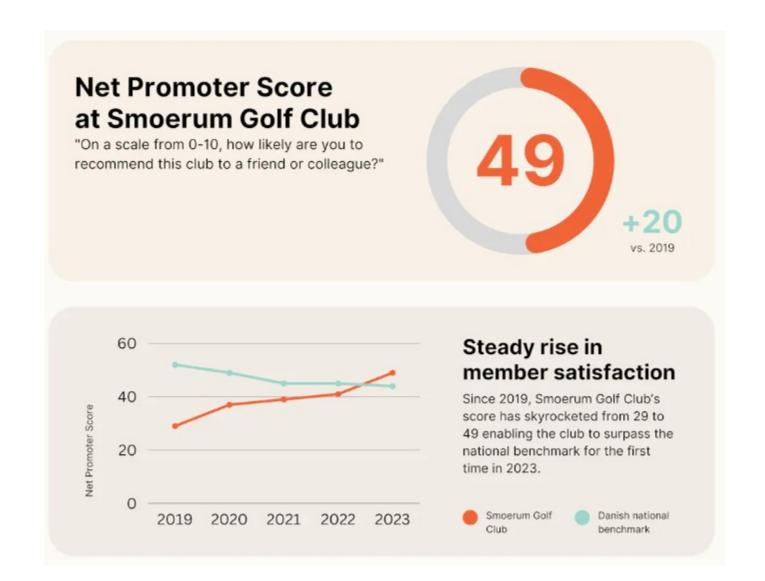


Case: Smørum Golf Club – handling "The tyranny of the terrace"

66 Having data to rely on is crucial. In the past, when only a few people were sitting on the terrace and expressing negative feedback about something, we lacked the data to determine whether it was a common problem. Now, thanks to our comprehensive dataset, we're more confident when addressing criticism and can confirm whether it's a widespread issue or a more personal concern.

Keld Østergaard Christensen, General Manager at Smoerum Golf Club

Case: Smørum Golf Club – effect of the stategy



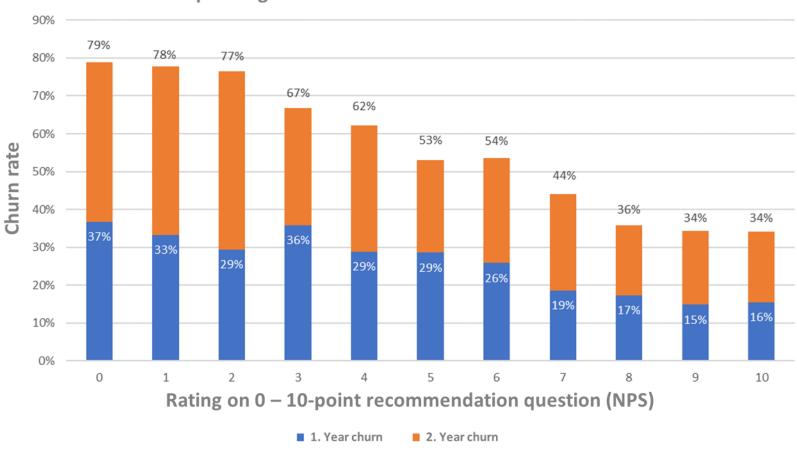


- New member churn (exit) was much higher in clubs with low scores on important touchpoints compared to high performers
- In 2016 Dansk Golf Union (DGU) therefore started the project "The good beginning"
- DGU made interviews with high performers on critical touchpoints
- Visited and consulted low performers

Players 1st platform was used to identify and prioritize touchpoints where improvements were needed AND used to identify low and high performing clubs on these areas



Churn depending on NPS after 8 weeks in the club as new member



n = 6.424 new members in 96 Danish golf clubs Churn data source: Golfbox

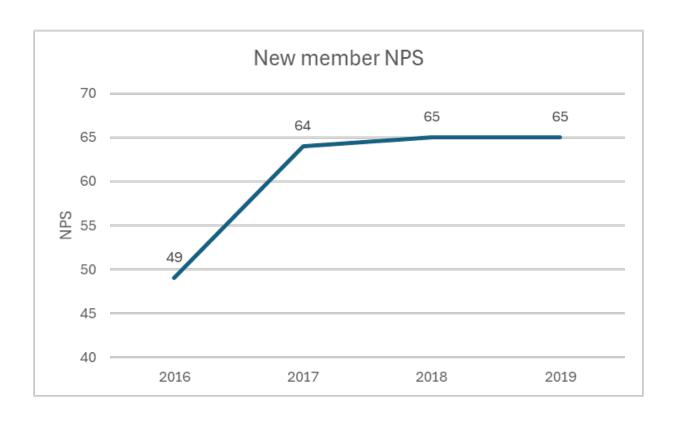












- Increase in NPS from 49 -> 64/65
- Increase in retention

•





The complete golf software suite

We make the golf industry work smarter and reach its full potential

Our products drive the golf experience further and are used by golfers, PGA's, golf clubs and golf federations all over the world

We are leading the SaaS game within golf with smart technologies and user-friendly solutions



Roadmap 2024/2025

ABOUT GolfBox **GOLFBOX**

ABOUT GolfBox | Timeline



2001

Fist fight on first tee at Silkeborg Golf Club over a tee-off order dispute



2003

Dec. 31st.
Norway Master
Relation Agreement
signed (all clubs)



2013

New HQ built now just a 7-iron away



2023

MSL Solutions acquired by Oolio Group



Opened small office in the attic of Silkeborg Golf Club



2004

Moved out of Silkeborg Golf Club office as business grew and more space was needed



2016

Acquired by MSL Solutions

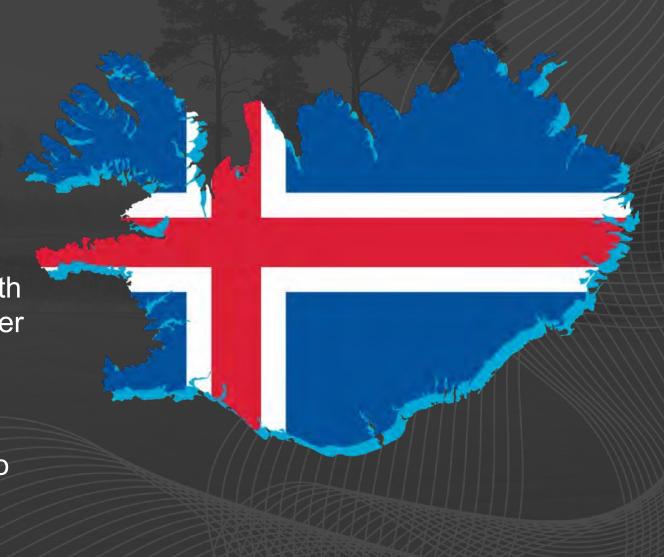


ICELAND

is a very important market for GolfBox.

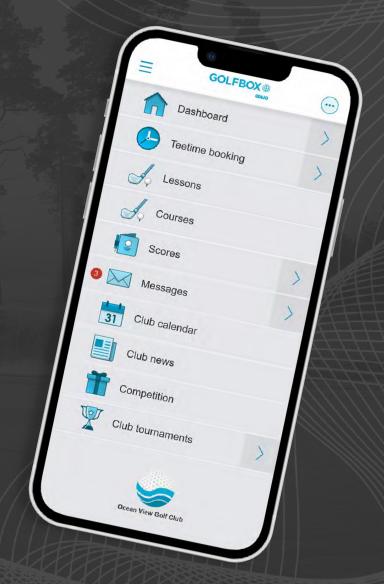
We are represented at all Icelandic golf clubs and have a strong collaboration with GSI. We are very proud to be your partner in Iceland.

GolfBox will work very hard to be your partner in golf software for many years to come.



ABOUT GolfBox Our Market

- **DENMARK:** The union and all golf clubs
- NORWAY: The union and all golf clubs
- **SWEDEN:** The union and all golf clubs
- **ICELAND:** The union and all golf clubs
- **FINLAND:** A number of golf clubs
- **SWITZERLAND:** The union
- **ESTONIA:** The union and all golf clubs
- **LATVIA:** The union and all golf clubs
- LITHUANIA: The union and all golf clubs



+ A FEW OTHER COUNTRIES using one or more GolfBox products

ABOUT GolfBox Our Market

We have a total of +1,000,000 unique users in GolfBox systems servicing the golf clubs and golf players.

Our ambition is to *increase* this number during the next 3-5 years. We are currently working on closing golf services in 2 new European countries.

GolfBox is represented in 72 countries with our Tournament Software. We are always working to onboard more countries.



ABOUT GolfBox | Partners and Customers



































































NEW Family

GROUP

Four Strategic Goals



Hospitality

Best of breed solution provider in Hospitality delivering on our purpose of 'Facilitating Celebration'.

Bepoz





Stadia & Entertainment

Drive the continued dominance of the Stadium & Entertainment Business. Expand into UK, EU & US to replicate Australian market position





Leisure

Invest in Golfbox tech stack and operations. Add Oolio POS & Pay to provide a complete solution for Golf Federations & Golf Clubs in EU and expand globally.





Payments

Pursue payments across all brands.













 Oolio Group to be recognised as Australia's Premier POS Platform Provider with 20%+ Market Share. Oolio to be become Top. 3 Cloud Transaction Platforms for Hospitality (SME and Multi Unit QSR).



. To be recognised as the preeminent stadium and entertainment POS / transaction processing provider in the Australia, NZ, UK and make inroads into US market.



. Launch Oolio into SME and Tier 2 Multi unit QSR Sector in Australia, NZ, UK and make inroads into US.



. Invest in GolfBox and combine Oolio POS and Payments to make Golf Box a complete Cloud solution for Golf Federations, Golf Clubs and Golfers. Use Scandinavian success to make GolfBox a leading worldwide Golf Solutions Provider.



Top 10 Global Platform Provider



PAY & PLAY Booking **GOLFBOX**

ROADMAP 2024 / 2025 Pay & Play Booking

A great tool for clubs and unions to increase the number of golfers.

We have made it easy for non-golfers to book and pay for a round of golf. With our Pay & Play solution you no longer need a club membership to book a round of golf.

Pay & Play Booking enables golf clubs and federations to brand and offer a national one-stop-shop for Pay & Play, directly on the golf club or union website.

GolfBox delivers the solution, and the national federation provides the initial landing page.



WORLD

Handicapping System



We are working hard on the 2024 World **Handicapping System** requirements

GolfBox have spent thousands of hours on this task to make our federation customers ready for April 2024.

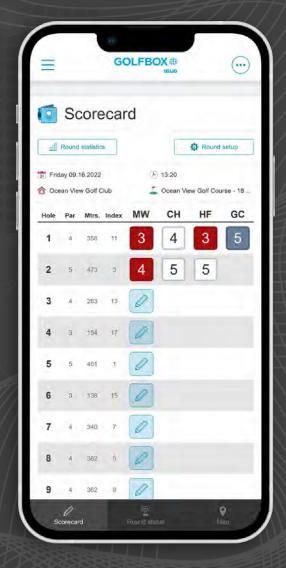


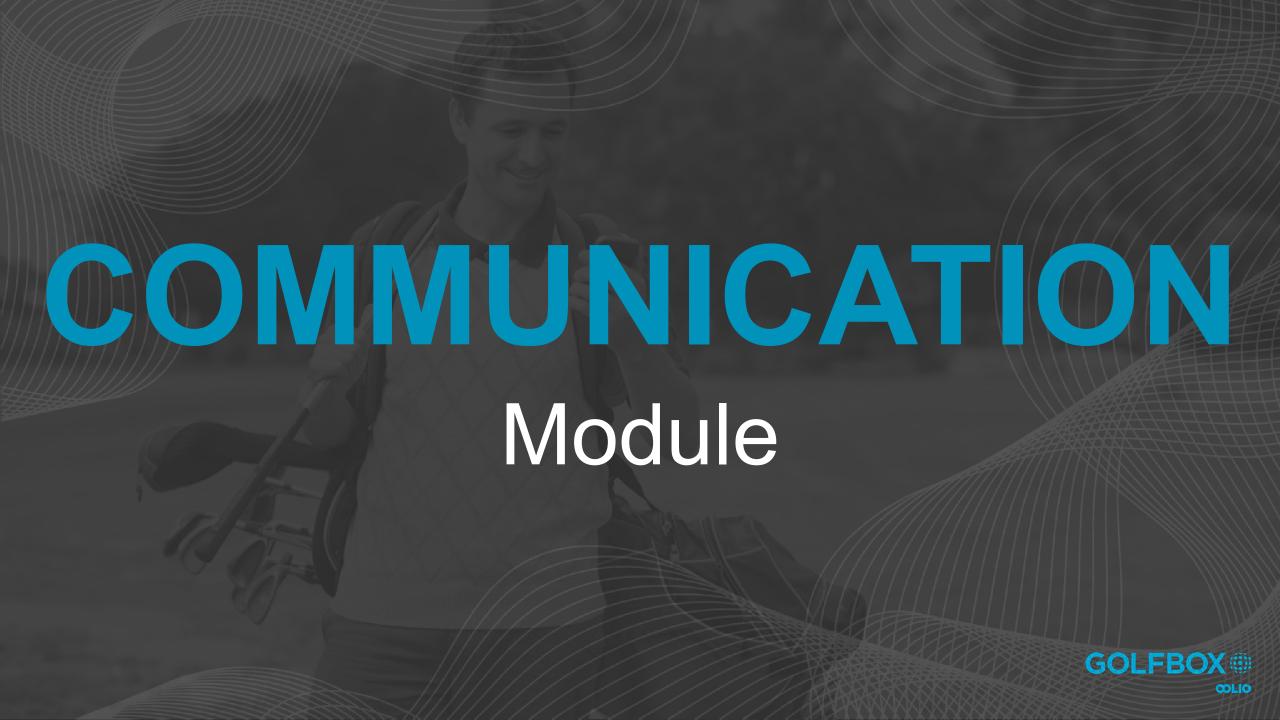
from The R&A.



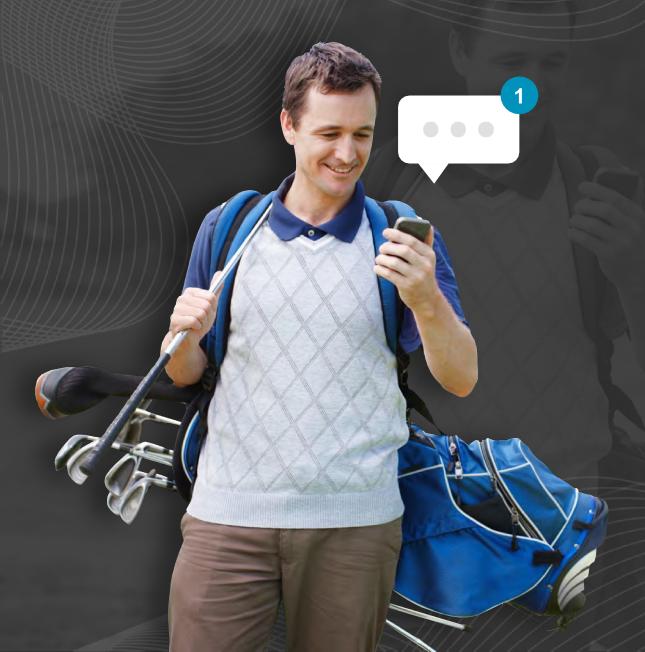
ROADMAP 2024 / 2025 World Handicapping System







ROADMAP 2024 / 2025 Communication Module



Stay in touch - Get noticed

Golf unions and clubs get a tool to easily communicate directly with the golfers - embedded in GolfBox Admin.

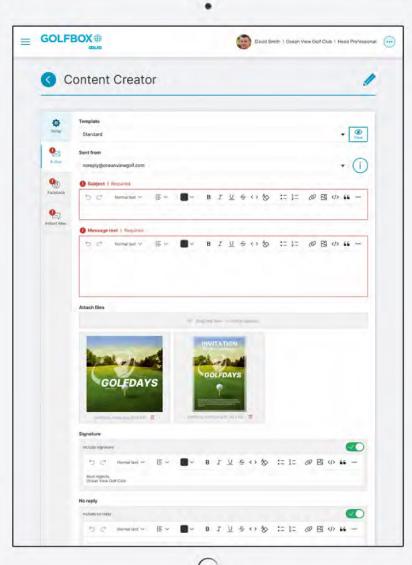
Making multi-channel outbound communication available on chat, SMS, e-mail, SoMe, RSS for homepage and even document export etc.

With just the push of a single button...



ROADMAP 2024 / 2025 Communication Module







ROADMAP 2024 / 2025 Admin 2.0 Upgrading Admin for clubs as we have already done for the players (released august 2022).

Responsive and adaptive new modern design and layout to fit any screen.



ROADMAP 2024 / 2025 Admin 2.0

GolfBox has kicked off the work on a new and more modern version 2.0 of the Admin module.

The work has been scoped and is estimated to take +5,000 work hours. The new module is expected introduced in 2025.

The new Admin 2.0 module will be with an updated user interface and offering same core functionalities in a much more user-friendly version.



E-SCORECARD

Digital Scoring



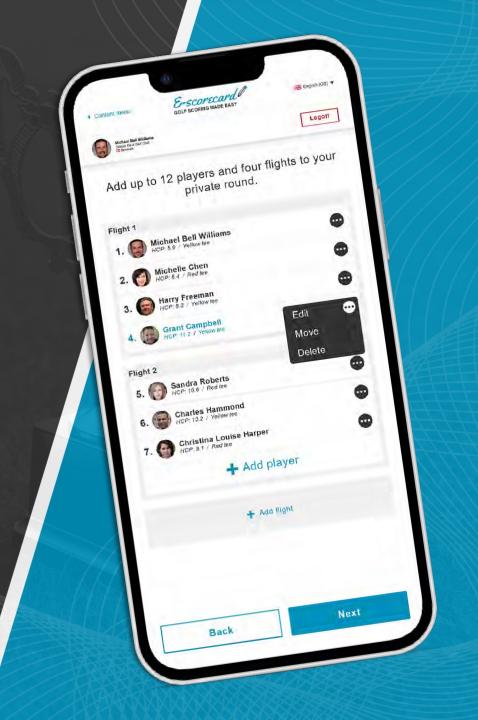
ROADMAP 2024 / 2025 | E-scorecard

Be your own Tournament Director

Setup your own tournament for you and your friends - maximum 12 players and four flights.

E-scorecard can be embedded on any website.

E-SCOPECAPA GOLF SCORING MADE EASY





Why an app for the union?

Completely seamless integration for all **GolfBox** products used by the golf clubs.

Completely seamless integration to the WHS system developed by GolfBox.

The union retains ownership of its app and can continue using it after any termination of the collaboration with GolfBox.

The union ensures independence from GolfBox, and GolfBox is motivated to provide the best solution and service in order to remain a supplier to the union.

The Union as a software gatekeeper

The Union App will become the one app for all golfers to use. The union will be able to require all software companies to use the national login method to get access to national data such as official courses and player handicaps.

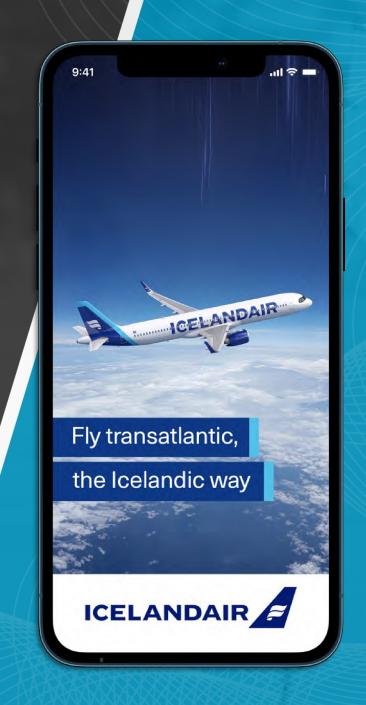


Advertising

The Union App makes it possible for the union to create extra revenue by selling advertising space within the app.

There will be several built-in advertising spaces throughout the app, working with most advertising servers.

Even the loading screen can be configured to show a full-screen ad, making it commercially attractive for any union partner or advertiser.

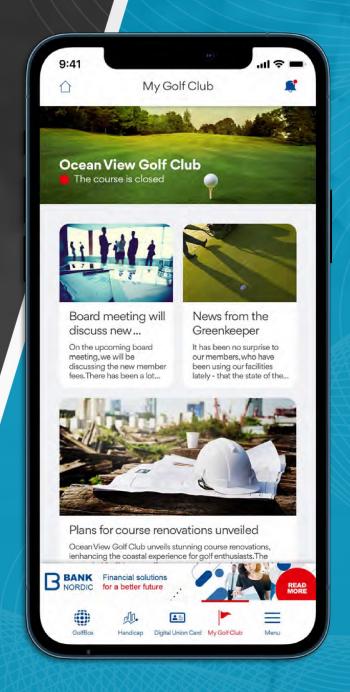


It is also a club app

The Union App features a portal to all golf clubs, and can be used as a way to brand the clubs own identity. They can even set a course status, to let guests and members know the condition of the course.

Club news can be added and maintained by the golf clubs.

Each club can manage their own club page advertising - promoting their sponsors or even generate revenue from selling the advertising space to a local business.



Communication

All messages from the union, the golf clubs and even GolfBox can be delivered directly to the member's phone.

The Union App includes phone OS message center notifications, push notifications, and an in-app inbox with easy filtering and archive possibilities.

Combined with the GolfBox Communication Module, the union will now have access to powerful information services for optimal contact with all golfers.

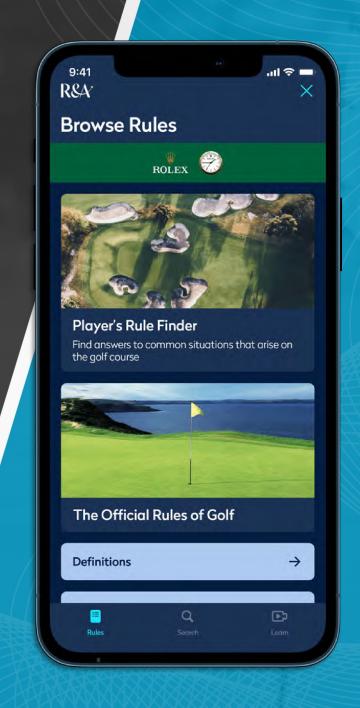


The R&A Rules of Golf

The Union App is supplied with the Rules of Golf from The R&A as a seamless integration, for easy in-app access.

No need to switch between apps as the Rules of Golf will open inside the Union App.



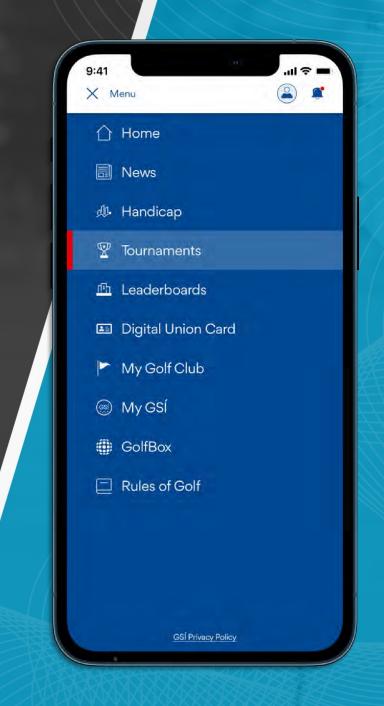


It's all about golf

The Union App is the go-to solution for all golf related material, including news, WHS calculated handicaps, tournaments (international, national and club level) and a portal to information submitted directly from the union and the golf clubs.

With the **Digital Union Card** option, all players can login using QR codes or simply use the digital card as an official and international certified playing rights document.

Everything at the tip of your fingers...



THANK YOU for your time

Þegar á heildina er litið, hversu ánægð/ur ertu með Golfbox. 5 (Mikið) 25% 4 66% 8% 3 0% 1 (Lítið) 0%