



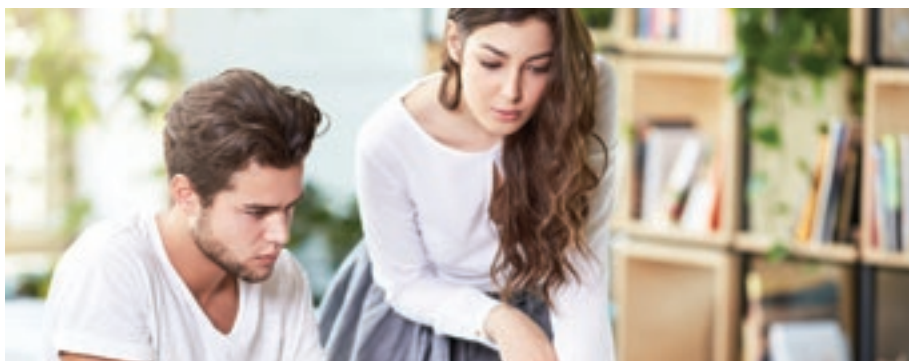
Committed to your  
**SUCCESS**



**kitomba**  
Salon & Spa Software

# »» COMMITTED TO YOUR SUCCESS

Since 2002 Kitomba has been helping salons, spas and clinics achieve success. No matter what success means to you, let Kitomba provide you with the software and unbeatable support to get you there.



# »» ACCESS FROM ANYWHERE

Kitomba software is installed on your salon, spa or clinic's computer, while Kitomba 1 gives you cloud access to key features and information. The reliability of Kitomba and the accessibility of Kitomba 1 provides an unbeatable combination.

## Kitomba

Installed on your computer in your salon, spa or clinic, Kitomba includes all the features you need to manage your business. Being an installed solution ensures it's fast and reliable, even if your internet is slow or experiencing outages.

## Kitomba 1

Kitomba 1 cloud software enables you and your team to access the key features and information you need when you're on-the-go outside of the salon, spa or clinic. Kitomba 1 is accessible via any web browser on your computer, smartphone or tablet.

## Kitomba and Kitomba 1

Kitomba and Kitomba 1 are in sync so you'll see the same information whether you're on the salon floor or on your phone overseas. Use Kitomba to do the day-to-day tasks, while you and your staff can use Kitomba 1 to access the information you need remotely when you're away from the salon.

# » EVERYTHING YOU NEED

Kitomba's core features have been designed to ensure you have everything you need to make your business run smoothly and efficiently day-to-day.

## Appointment Book

Book, find, and keep track of client appointments with just a few simple clicks. See appointments and leave by day or week across your team, and set appointment colours so you can see what's happening at a glance.

## Services

Kitomba lets you customise and manage your services with ease. Even pricing can be set at a business or individual staff level.

## Stock Management

Efficiently manage your stock with Kitomba's Stock feature. It allows you to track stock, create and receive orders and easily work with suppliers.

## Point-of-Sale

Fully integrated, Kitomba's Point-of-Sale system allows you to invoice clients with ease. Add any payment type and process Vouchers, Concessions and Loyalty dollars.

## Part payment providers

Give your clients the ability to enjoy visiting your salon, spa or clinic today, and pay for the services or products over time. Kitomba supports all part payment providers and we've partnered with Oxipay to bring Kitomba customers the best possible rate available.

## Sustainable Salons Fee

Kitomba can automatically add a Sustainable Salons Fee to your invoices when your clients purchase a service.



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"True Grit has been a loyal Kitomba customer since 2005. We simply wouldn't function on a daily, weekly or monthly basis without Kitomba."

- Jacqui Victor, True Grit





# **DESIGNED FOR YOU**

**Kitomba has been designed with you in mind. Our continued focus on the hair and beauty industry has driven the development of a wide range of features specifically for salons, spas and clinics.**

## **Customisable Client Cards**

Kitomba helps you organise your client information so you can deliver a highly personalised service. Store all the details you need and find them quickly using Kitomba's Client Cards. This ensures your staff can pick up conversations where they left off and view your clients' history, preferences and balances.

## **Packages**

Provide the perfect gift for promotions and special occasions by creating unique packages using Kitomba. Bundle together complementary services and retail products with customised pricing that will appeal to your clients.

## **Star Clients**

Unique to Kitomba, Star Clients is a visual tool that helps you increase the value of your clients. Using criteria set by you, such as visit frequency and retail purchases, your team can quickly identify high-value clients as well as areas that can be improved so others can become star clients too.

## **Colour patch test**

Kitomba helps you take care of your clients. Select if you'd like to be reminded when a client is booked in for a colour and may need a patch test. Choose if you'd prefer to be reminded before every colour or only when clients are booked in for a colour for the first time.

## **Referrals**

Client referrals can have a real impact on the growth of your business. Kitomba allows you to easily record referrals in your Client Cards and understand where your referrals are coming from. This also gives you the opportunity to reward those who are recommending your salon, spa or clinic.

## **Xero integration**

Kitomba integrates with Xero to help you quickly and accurately send your cash drawer reconciliation to Xero. Now you'll have the information you need in Xero to use the features that'll make running your business easier.





## Rooms and equipment

Perfect for spas and clinics, Kitomba makes it easy to book and allocate treatment rooms and equipment. Customise which services they're used for and avoid accidental double bookings by adding them to your clients' appointments where required.

## Photos

Kitomba gives you the ability to save photos to your Client Cards. Add a profile photo so you can instantly recognise clients as they arrive, and upload before and after photos to visually track their results. Your clients can also view and upload their own photos via Online Booking.

## Documents

Go paperless with Kitomba Documents. Save important client documents, like consent forms, to your Client Cards. Now you have a single secure place to store client details, notes, photos and documents, reducing or eliminating the need to store paperwork.

## Concessions

Let your clients prepay for a number of services in advance. Create and customise the concessions you'd like offer your clients and let Kitomba record the redemptions. There are also a range of reports so you can easily track your concession sales and balances.

## Vouchers

Boost your revenue with vouchers. Kitomba allows you to easily create, manage, sell and keep track of vouchers. With Online Booking, you can also choose to sell vouchers to your clients online via your website, social media, emails and texts.

## Client forms

Go paperless and save time using customisable digital forms for client consultations, consent and collecting information such as medical history. Forms can be completed by clients on any device and are automatically saved to their Client Card, ensuring they can be easily referred to later.



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"We sell a lot of concessions in our spa and we just love how Kitomba Concessions work. They're so easy to use, it automatically updates redemptions and the way it tracks and reports on concessions is fantastic."

- Phillippa Middleton, Buoy Salon & Spa

# GROW YOUR BUSINESS

Kitomba makes it easy to stay in touch with your clients, build a loyal client base and increase your revenue with Everyday and Campaign Marketing.

## Everyday Marketing

Kitomba's Everyday Marketing allows you to effortlessly keep in touch with your clients on a regular basis. Set up personalised and targeted text messages or free emails, then let Everyday Marketing automatically send them to your clients at a specified time.

- Welcome new clients
- Thank clients for referrals
- Follow up with clients who haven't visited for a while
- Send reminders to clients to rebook
- Check that clients are happy after a new colour or treatment
- Celebrate your clients' birthdays or special events

## Campaign Marketing

Kitomba also offers two Campaign Marketing tools to allow you to send one-off email or text promotions and campaigns to your clients.

### MailChimp

Kitomba 1 integrates with MailChimp so you can easily send email campaigns to targeted groups of your clients. Use Kitomba 1's client filters to create a suitable client list, then use MailChimp's simple, easy-to-use template and campaign builder to create effective email campaigns.

### Kmail

Kmail is Kitomba's very own campaign marketing tool. Create custom-designed emails or send text messages to your clients. Analyse the success of your campaign using Kmail reporting, which has easy to understand graphs and all the key performance metrics you need.





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# » UNDERSTAND YOUR BUSINESS

## Reporting

Understanding your business is a key element of business success. Kitomba Reports let you see your business from all angles so you know where to focus your efforts to grow your business.

### Reports for everything

Kitomba and Kitomba 1 provide reports for every aspect of your business so you'll always know how you're performing with:

- Appointments
- Marketing
- Staff and wages
- Clients
- Loyalty and referrals
- Vouchers and concessions
- Sales

### Customisable Reports

We understand that every salon, spa and clinic is different, so Kitomba gives you the ability to customise reports. Remove the areas you don't need to analyse, so you and your team can focus on what's important.

### Business Summary Report

Kitomba's Business Summary Report delivers all the key information you need to understand and manage your business. Using years of industry experience, we've created this tool to give you the answers you want in one report.

### Scoreboard

The Kitomba 1 Scoreboard shows a snapshot of your numbers for the day. Using any device, you can view your expected and real-time sales, appointments, average spend and rebooking rate by team member or overall business.





## Benchmark

Unique to Kitomba, Benchmark offers an overview of your business vs your industry. Found in Kitomba 1 it shows real-time information presented in a range of customisable reports and graphs.

### Know where your business stands

Benchmark allows you to see where you stand compared to other salons, spas or clinics of the same size in your industry. Identify your strengths and competitive advantage, as well as the areas you can improve further.

### Track trends

Whether you want to track trends across your business, or compare current performance against last week or last month, Benchmark makes it easy to see the results of your marketing campaigns, new initiatives or staff training.

### Measure team performance

By focusing on key performance measures, Benchmark highlights how each member of your team is performing. Perfect for regular catch ups or performance reviews, Benchmark makes it easy to see where your team's strengths are and where more training may be required.

# » ONLINE BOOKING

Clients increasingly prefer to book online, so move with this growing trend with Kitomba Online Booking. It's full of functionality that's incredibly beneficial to your business and specifically designed for your clients to make their experience with you the best it can be.

## Quick and easy booking

Kitomba lets your clients book an appointment in just a few clicks. Online Booking makes it quick by showing staff availability for the clients chosen services, so they can easily book the time that best suits them.

## View history and balances

When your clients log in to Online Booking they can view their appointment history to see when they've visited and for which services. They can also view any upcoming appointments as well as concession and voucher balances.

## Upload photos

Not only can your clients view their photos in Online Booking, they can also upload photos when they book online. Now you can see what they're looking to achieve before they walk into your salon, spa or clinic.







## Keep control of your appointment book

Kitomba notifies you when a client books online. You have the control to accept, move or cancel a booking before it's confirmed with your client. Kitomba also lets your clients know you've received and confirmed their booking so you don't have to.

## Personalise your page

You have control over what your clients see in Online Booking. Decide which staff, services, packages and times are available and if you'd like to show prices and descriptions. Choose a colour, banner or background so your Online Booking page reflects the style of your salon, spa or clinic.

## Take deposits

Increase your clients' commitment to their appointment by requesting a deposit when they book online. Kitomba gives you the option to collect a percentage of the appointment value, a specific dollar amount or full payment, which can help reduce cancellations and no-shows.

## Sell vouchers online

Kitomba lets you easily sell gift vouchers online. Let your clients buy vouchers through your Online Booking site or add online voucher sales to your website, social media platforms, emails and text messages.



"Online Booking is amazing! The flexibility it provides makes life so easy for my clients. In fact, if I had a dollar for every time a client says how much they love it, I'd be rich!"

- Louise Aitchison, Jam Hair Co

# »» MANAGING YOUR TEAM

Kitomba has a range of features to help you manage, motivate and organise your staff. With access to all the features and information they need, your team will be well-placed to excel.

## Access and security

We know how important it is to keep your business information safe. Kitomba has a range of access options so everyone in your business can use the features they need while keeping sensitive information secure.

## Time Clock and Time Sheets

Streamline your payroll process. Time Clock allows your staff to clock in and out each day, accurately recording your staff's working hours. Time Sheets calculates your staff's hours, breaks, and leave, ready for approval and export into your payroll system.

## Targets

Motivate your team to achieve great results with fully customisable staff targets. You can create different weekly or monthly targets for each staff member, or the same targets for everyone. Plus your staff can track their progress in real-time on any device.

## Timetables and Rotas

Organise your team with Kitomba's Timetables and Rotas. Specify the team's availability in your Appointment Book and use custom time for training or admin. You can also review and manage staff leave, sick days and public holidays.

## Payroll and Commission

Kitomba allows you to customise commission plans for each staff member, and is compatible with most payroll systems to make paying your team easy. Set it up and let Kitomba keep track of all the numbers and calculations so you don't have to.



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"My team loves Kitomba Targets! Being able to track their targets visually makes it so easy for them to see how they're doing. They also love that with Kitomba 1 access they can see their appointment list. Pre-planning your week is something we really focus on and Kitomba provides the perfect tools to help them do that!"

- Kaysha Redman, Regional Manager of Vivo Hair & Beauty



# »» CLIENT-FOCUSED

Your clients are important, so we look to develop features that they'll love. Kitomba's client features help you to provide exceptional service and create happy, loyal clients.



## Appointment reminders

Customise appointment reminder texts or emails to be automatically sent to your clients to reduce no-shows. Kitomba's appointment reminders are also built with two way messaging so your clients can confirm their appointment.

## Send appointment details

Replace appointment cards with Kitomba's send appointment details feature. Instantly send your clients a text or email confirming their appointment date and time which they can add to their calendar at the click of a button.

## Rebooking reminders

You and your team will never forget to rebook a client again. Secure future revenue with Kitomba's automatic rebooking reminder prompts. Help your clients get an appointment time that suits them with a reminder to rebook them once you've invoiced them for their appointment.

## Memberships and online store

Use Kitomba and Salon Pay together to offer customised salon memberships and flexible payment options to your clients. Plus create your own online store to sell memberships and retail products.

## Loyalty programme

Kitomba lets you easily customise your own loyalty programme. Determine which clients can earn loyalty points, set suitable earning rates, record points as they're earned and let clients easily redeem their rewards.

## Easily update client information

Keep your client information up-to-date with the Kitomba 1 Give to Client feature. Your clients can enter their own details into their Client Card using any device. When using the Give to Client form Kitomba 1 goes into 'client mode', keeping your business and other client information safe.



# » GET MORE FROM KITOMBA

Kitomba University is focused on helping you and your business be more successful by giving you access to the resources, advice and support you need.

## Learn about features

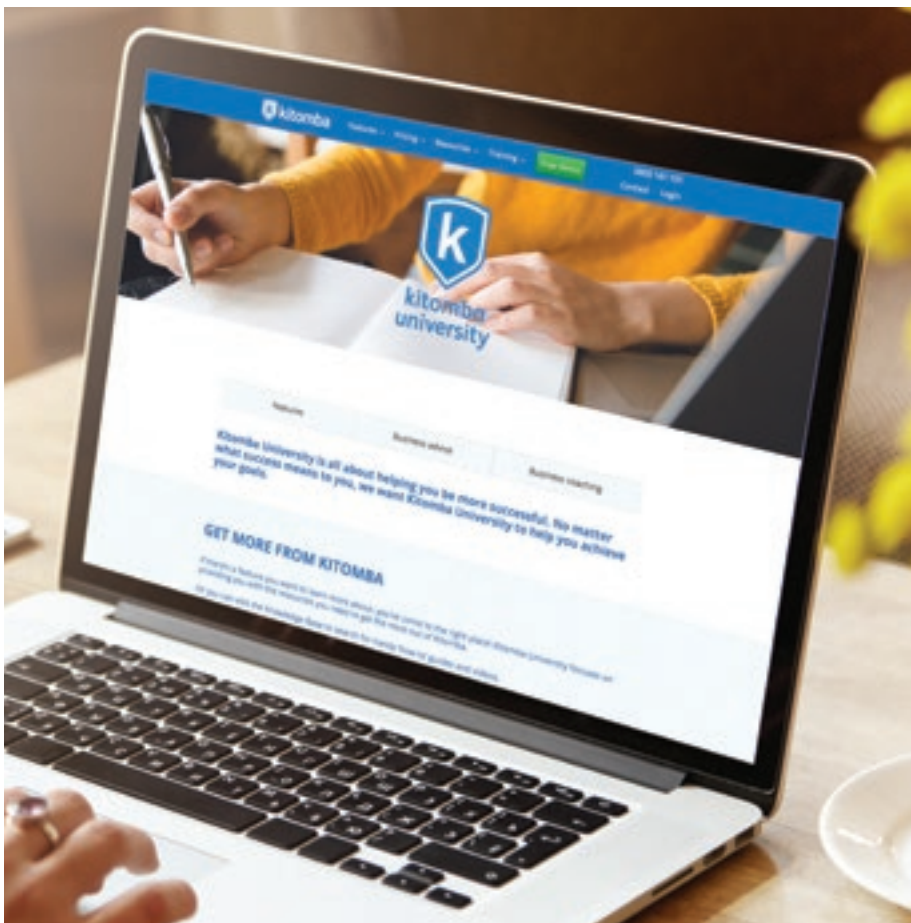
Kitomba University provides all the resources you need to get the most out of Kitomba. If there's a feature you want to learn about, visit Kitomba University to find out more. You can also visit the Knowledge Base which is jam packed with how-to guides and videos.

## Grow your business

Kitomba University also offers a wide range of videos, blogs and guides to give you the advice, inspiration and support you need to run and grow a successful business.

## Free business training

Released at the beginning of each month, our free business training sessions give you the opportunity to receive business advice from experienced coaches and industry experts. Watch the session when it's released or whenever it suits you, they're available so you can view them at any time.





# » UNBEATABLE SUPPORT

Providing you with free, unbeatable support has always been important to us.

## Support

Our dedicated support team is available to help you 7 days a week including after hours and weekends because we understand you don't just work 9 to 5 Monday to Friday. You can call, email or chat with us online - whichever you prefer.

## Industry experience

Many of our team have worked in the hair and beauty industry. That experience combined with our focus on salons, spas and clinics means we speak your language and really understand how you, your team and your business work.

## Training

Whether you're new to Kitomba or have been with us for years, we have a range of training options to suit you and your team. Our Kitomba trainers will get you started with Kitomba's core features and also offer refresher and advanced training if you'd like to take your business to the next level.

## Onboarding

We're here to make your move to Kitomba as easy as possible so you can continue running your business without any disruption. Your Onboarding Specialist will work closely with you to confirm the details and transfer information from your current system where possible.



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"Kitomba's point of difference is their support. The fact that I can contact them and they're there on the other end of the phone is exactly what I need from my salon and spa software."

- Sandra Paterson, Felice Hair Design



# KITOMBA FOR YOU

Kitomba has all the features  
you need, along with the free,  
unbeatable support you want.



**kitomba**  
Salon & Spa Software

**0800 161 101**

**[www.kitomba.com](http://www.kitomba.com)**