

1.1 — Introduction

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1.1.1 What is Spectre Cloud?

Spectre Cloud Pro Shop Software

Spectre Cloud is a web-based management platform designed specifically for bowling pro shops. It allows operators to manage clients, spec sheets, and bowling ball arsenals from any device with a modern web browser. Positioned as an industry leader in client and spec sheet management, Spectre Cloud is used in over 250 bowling pro shops worldwide, serving everyone from single-location shops to multi-store chains.

Overview

Spectre Pro Shop Software solves a fundamental problem in the pro shop environment: organization. Rather than relying on paper spec sheets, home-made databases, or legacy tools like the Ebonite ProShop Coordinator, Spectre Cloud centralizes all customer data on a secure cloud server. Pro shop operators can log in from any supported device, eliminating the risks of data loss from broken or stolen hardware.

Key Features

- **Client and Arsenal Management** — Track customers, their bowling balls, and complete drilling history in one place.
- **IBPSIA Standard Auto-Suggestions** — Industry-standard recommendations built into the workflow.
- **Automatic Oval Calculation** — Streamlines layout math during drilling.
- **Drill Press Calibration** — Tether your device to your drill press for live, accurate data entry.
- **Spec Sheet Cloning** — Quickly duplicate layouts for repeat customers or similar drills.
- **Historical Data and Dashboards** — Review past work and monitor shop performance.
- **Plugins** — Optional add-ons such as the *Job Board*, which tracks services attached to each ball and gives staff a shared to-do list.

Platform and Accessibility

Spectre Cloud runs entirely in the browser and supports Chrome, Firefox, Safari, and Edge. Any device that runs one of these browsers, including smartphones and tablets, can access the platform. Multiple devices can be logged into the same account simultaneously, and all data replicates immediately to the cloud server, removing the need for manual backups.

History

Spectre was originally launched in 2017 as a stand-alone app with data stored locally on each device. After encountering issues with device-related data loss and cross-platform compatibility, the team relaunched the product in 2022 as **Spectre Cloud**, a fully cloud-based service. The original app version is now end-of-life, and existing users are encouraged to migrate to the cloud platform.

The software was conceived roughly a decade ago at Buffa Distribution's pro shop, where co-founder Mark, then a recent Computer Science graduate from Wichita State University, recognized the need for a digital spec sheet database while working alongside longtime pro shop operator Vince Gaudio. Mark later partnered with Luis, a Montreal-based competitive bowler, to build the platform into what it is today.

Access

Spectre Cloud is available at cloud.spectrebowlng.com. Prospective users can request a test account to evaluate the platform before subscribing.

1.1.2 Who is Spectre Cloud for? (Pro shop operators, fitters, coaches)

Who is Spectre Cloud for?

Spectre Cloud is built for **anyone who drills bowling balls**. The platform is designed to scale with the business, serving operations of every size — from a single operator running a one-person shop to multi-location chains managing staff and inventory across several stores.

Primary Users

- **Independent Pro Shop Operators** — Single-location shop owners looking to replace paper spec sheets, spreadsheets, or aging home-made databases with a modern, organized system.
- **Multi-Location Pro Shop Chains** — Larger operations that need consistent client data, spec sheets, and arsenal records accessible across multiple stores and staff members.
- **Pro Shop Staff and Technicians** — Employees who need quick access to client history, drilling specs, and a shared job board to coordinate work on the shop floor.
- **Migrating Users** — Operators currently using the legacy Spectre App, the Ebonite ProShop Coordinator, or a custom-built database. Spectre Cloud supports importing existing data from these sources.
- **Mobile and On-the-Go Drillers** — Technicians who want to enter data directly at the drill press, tethered to a digital readout, or work from a tablet or smartphone anywhere in the shop.

Ideal Fit

Spectre Cloud is the right tool for pro shops that want to:

- Eliminate paper spec sheets and centralize client records.
- Access customer data from any device with a web browser, on any platform.

- Standardize drilling workflows using IBPSIA auto-suggestions and automatic oval calculations.
- Track historical drilling data and review shop performance through dashboards.
- Coordinate staff with a shared job board for services and to-do items.
- Avoid data loss tied to a single device by storing everything on the cloud.

Not Sure if It's for You?

Spectre offers test accounts so prospective users can evaluate the platform before committing to a subscription. If you drill bowling balls professionally — at any volume — Spectre Cloud is built for you.

1.1.3 Minimum requirements & supported devices (desktop, tablet, mobile)

Minimum Requirements & Supported Devices

Spectre Cloud is a fully web-based platform, which means there is **no software to install** and no operating system lock-in. If your device can run a modern web browser, it can run Spectre Cloud.

Minimum Requirements

- **A modern web browser** — Chrome, Firefox, Safari, or Edge (latest stable version recommended).
- **An active internet connection** — required for data replication to and from the cloud server.
- **A Spectre Cloud account** — sign up at cloud.spectrebowling.com.
- **Recommended screen size: 8 inches or larger** — for the most comfortable workflow, especially during spec sheet entry and drilling.

Supported Devices

Spectre Cloud runs on essentially any device with a supported browser. Multiple devices can be logged into the same account at the same time, and data syncs immediately across all of them.

☐ Desktop & Laptop

- **Windows** — Chrome, Firefox, or Edge.
- **macOS** — Safari, Chrome, or Firefox.
- **Linux** — Chrome or Firefox.
- **Chromebook** — Chrome.

- Recommended for back-office work, data entry, reports, and administration.

☐ Tablet

- **iPad** — Safari or Chrome.
- **Android tablets** — Chrome or Firefox.
- **Windows tablets** — Edge, Chrome, or Firefox.
- Recommended for shop-floor use, tethering to a drill press, and on-the-go spec sheet entry.

☐ Mobile (Smartphone)

- **iPhone** — Safari or Chrome.
- **Android phones** — Chrome or Firefox.
- The interface is mobile-friendly and suitable for quick lookups, on-the-spot client checks, and the Job Board plugin.

Performance Tip

The better the device, the better the performance. While Spectre Cloud will run on virtually any browser-capable device, a tablet or laptop with an 8-inch or larger display offers the best experience — especially for tasks like spec sheet creation, oval input, and arsenal management.

What You Don't Need

- ☐ No app installation or App Store purchase.
- ☐ No manual backups — data is automatically saved to the cloud.
- ☐ No specific operating system — if it runs a modern browser, it runs Spectre.
- ☐ No per-device licensing — log in on as many devices as you need.

1.1.4 Supported browsers and operating systems

Supported Browsers & Operating Systems

Spectre Cloud is a browser-based platform, which means compatibility depends on your **web browser**, not your operating system. As long as you can run one of the supported browsers, Spectre Cloud will work on your device.

Supported Browsers

Spectre Cloud officially supports all major modern web browsers. For best performance and security, always use the latest stable version.

- **Google Chrome** — Recommended for the most consistent experience across platforms.
- **Mozilla Firefox** — Fully supported on desktop and mobile.
- **Apple Safari** — Recommended for iPhone, iPad, and macOS users.
- **Microsoft Edge** — Recommended for Windows users.

Other Chromium-based browsers (such as Brave, Opera, or Vivaldi) will generally work since they share Chrome's rendering engine, but they are not officially supported.

Supported Operating Systems

Because Spectre Cloud runs entirely in the browser, it works on virtually any operating system that can run one of the supported browsers above.

☐ Desktop & Laptop Operating Systems

- **Windows** (Windows 10, Windows 11) — Chrome, Firefox, or Edge.
- **macOS** — Safari, Chrome, or Firefox.
- **Linux** (Ubuntu, Fedora, and other major distributions) — Chrome or Firefox.
- **ChromeOS** (Chromebooks) — Chrome.

☐ Mobile & Tablet Operating Systems

- **iOS / iPadOS** — Safari or Chrome.
- **Android** — Chrome or Firefox.
- **Windows Tablet** — Edge, Chrome, or Firefox.

Recommendations for Best Performance

- Always keep your browser updated to the latest stable version.
- Enable cookies and JavaScript — both are required for Spectre Cloud to function.
- Use a wired or strong Wi-Fi connection for instant cloud sync.
- Bookmark `cloud.spectrebowling.com` for quick access.
- Save your login credentials in your browser's password manager for easy re-entry.

Not Officially Supported

- ☐ Internet Explorer (deprecated and no longer maintained).
- ☐ Outdated or unsupported browser versions.
- ☐ Browsers on devices that cannot run modern web standards.

Note: If you experience any issues, the first step is usually to update your browser or try a different one from the supported list before contacting support.

1.1.5 Overview of key features at a glance

Overview of Key Features at a Glance

Spectre Cloud brings together everything a bowling pro shop needs to manage clients, drilling specs, and inventory — all in one cloud-based platform. Below is a quick overview of the core features that make Spectre Cloud the industry leader in pro shop management.

☐☐ Client Management

- Centralized bowler profiles with contact information, email, phone, and full addresses.
- Searchable client database accessible from any device.
- Complete client history at your fingertips — no more digging through paper files.
- Import existing data from home-made databases or the Ebonite ProShop Coordinator.

☐☐ Spec Sheet Management

- Create detailed spec sheets for every bowler in your shop.
- **Spec sheet cloning** — duplicate layouts in seconds for repeat customers or similar drills.
- Multiple span types supported: Full span (F), Cut to Cut (C), and Oval (O).
- Historical spec sheet tracking — review every drilling decision over time.
- Print-ready spec sheets for in-shop use.

☐☐ Arsenal Management

- Track every bowling ball in each client's arsenal.
- Link spec sheets directly to specific balls.
- Maintain a full drilling history per ball.
- Quickly see what each bowler owns and how each ball was drilled.

☐☐ Drilling Tools & Calculations

- **IBPSIA standard auto-suggestions** built directly into the workflow.
- **Automatic oval calculation** for thumb measurements.
- **Drill press calibration** — tether your device to your drill press for live, accurate input.
- Reference tables and dropdowns optimized for speed and efficiency.

☐☐ Dashboards & Historical Data

- Visual dashboards to monitor shop activity and performance.
- Full historical data on every client, ball, and spec sheet.
- Quickly review past work to maintain consistency for returning customers.

☐☐ Plugins (Optional Add-Ons)

- **Job Board** — attach services to bowling balls and maintain a global to-do list for staff.
- **Bowler Plus** — extended bowler profile features.
- **Arsenal Plus** — enhanced arsenal tracking capabilities.
- **BowlingDatabase.com integration** — scan barcodes or search the full product catalog.
- New plugins are added regularly, with each subscription customizable to your shop's needs.

Cloud-Based Architecture

- All data stored securely on the Spectre Cloud server.
- Instant data replication — changes sync across all devices in real time.
- No manual backups required.
- No risk of data loss from broken, lost, or stolen devices.
- Log in on as many devices as you need with a single account.

☐☐ Cross-Platform Accessibility

- Works in any modern web browser — Chrome, Firefox, Safari, or Edge.
- Compatible with desktops, laptops, tablets, and smartphones.
- Mobile-friendly interface for on-the-go and shop-floor use.
- No installation, no App Store purchases, no operating system restrictions.

☐☐ Multi-Location & Team Support

- Scales from single-operator shops to multi-store chains.
- Share data across locations and staff members.
- Consistent client experience across every location.

☐☐ Language Support

- Available in English, French, and Spanish.

☐☐ Continuous Updates

- Regular patch releases with quality-of-life improvements, UI redesigns, and new features.
- Updates roll out automatically — no need to install anything.
- Active development with new plugins and features added on an ongoing basis.

☐ Quick Summary

If it happens in a bowling pro shop, Spectre Cloud helps you manage it — **clients, specs, arsenal, drilling, and team coordination** — all from any device, all in real time.