

POINT
ONE

**A complete
EPoS system**
for QSR, casual
dining and pubs

WWW.POINTONE.CO.UK



STANDING THE TEST OF TIME

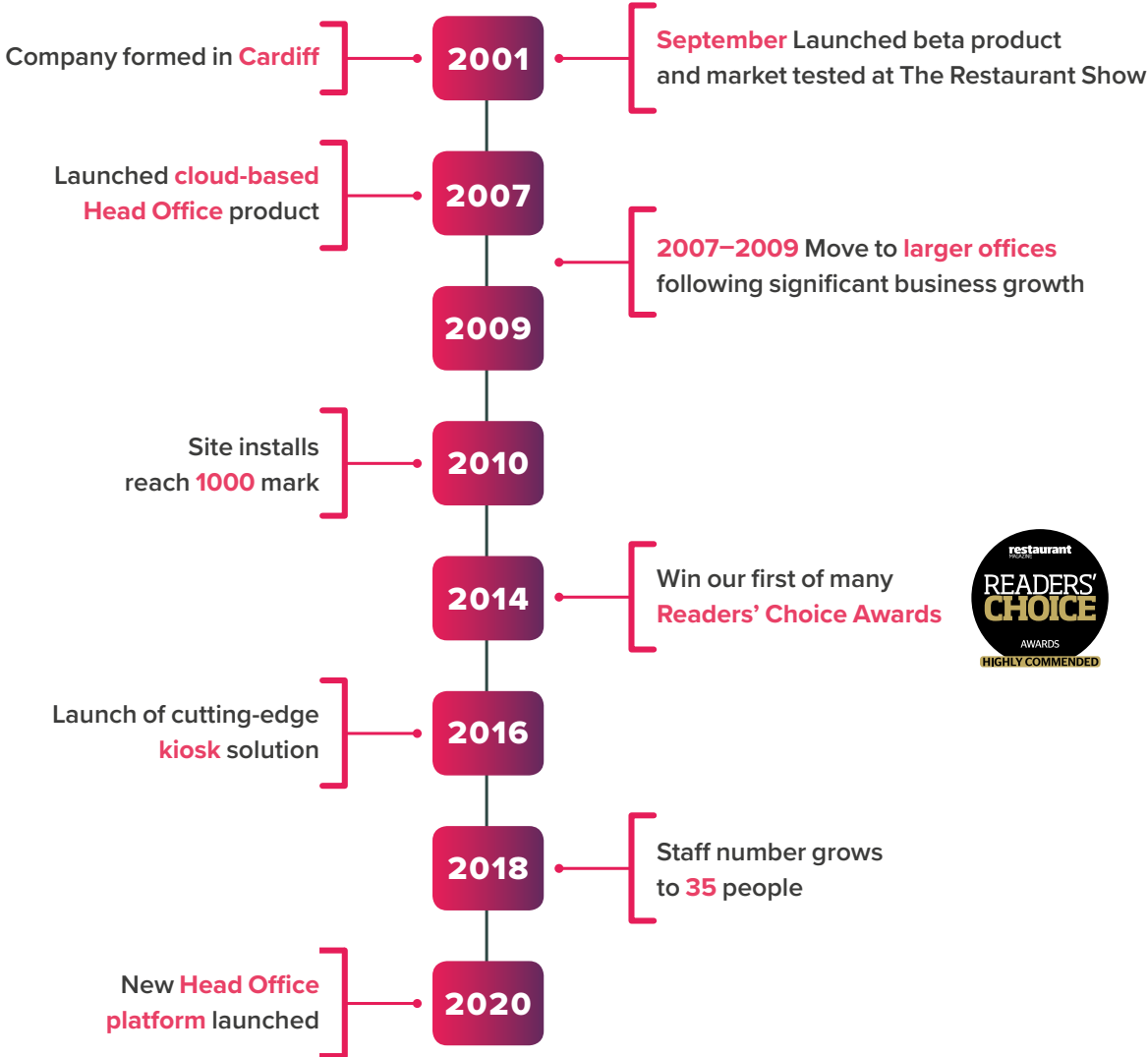
AN EXPERIENCED BRAND YOU CAN TRUST



Founded in 2001 by Steven Rolfe and Nick Williams, **pointOne** had one aim, to develop and deliver innovative EPoS solutions and tools, all backed up by outstanding support and project delivery.

Over the last 18 years the company has achieved this core objective and much more. We are now installed in over 2500 outlets and were the first EPoS company in 2016 to introduce a fully cashless self-service kiosk solution to the UK QSR market.

We never stop innovating because we understand that your customers expect speed, efficiency and flexibility when they dine with you. Our EPoS ensures that these expectations are covered so you can concentrate on what you do best – pleasing your customers.



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“It’s a seriously good hospitality product. It’s **reliable**, **flexible**, and **speedy**, and it can handle and condense high volumes of business transactions. It has great functionality including some excellent features such as, kitchen screens, online ordering, stock control and management reporting.

BOBBY HASHEMI, OWNER, PIZZA UNION

PIZZA UNION

REALISING YOUR VISION IS OUR PASSION

We understand that the success of your EPOS system is critical not only to your business, but also to your reputation as a hospitality operator.

We share your passion.

At **pointOne** we make it our mission to develop, build, and support technically advanced, proven and robust EPOS solutions that you can trust.

Our solutions have been designed to drive cost out of a business, maximise revenue potential, ensure customer loyalty and deliver exceptional customer service at an affordable price.

We believe that an investment in **pointOne** is an investment in realising your business potential.

At pointOne we won't compromise your reputation.

SO HOW DOES IT ALL WORK? THE POINTONE SOLUTION

Our award-winning suite of EPoS products have been created specifically to meet the everyday challenges of the hospitality industry. They are designed to be easy-to-use, flexible, innovative, and forward thinking.

pointOne utilises a fine combination of on-site hardware, cloud-based functionality and an open API hub to give you the most secure, reliable system available on today's POS market. Our hybrid hub comprises three core elements:

pointOne EPoS – the hardware solution

pointOne operates on a range of robust but stylish and compact POS hardware. We use fanless technology designed specifically for the hospitality industry to give a fast and reliable service with the added benefit of a low carbon footprint.

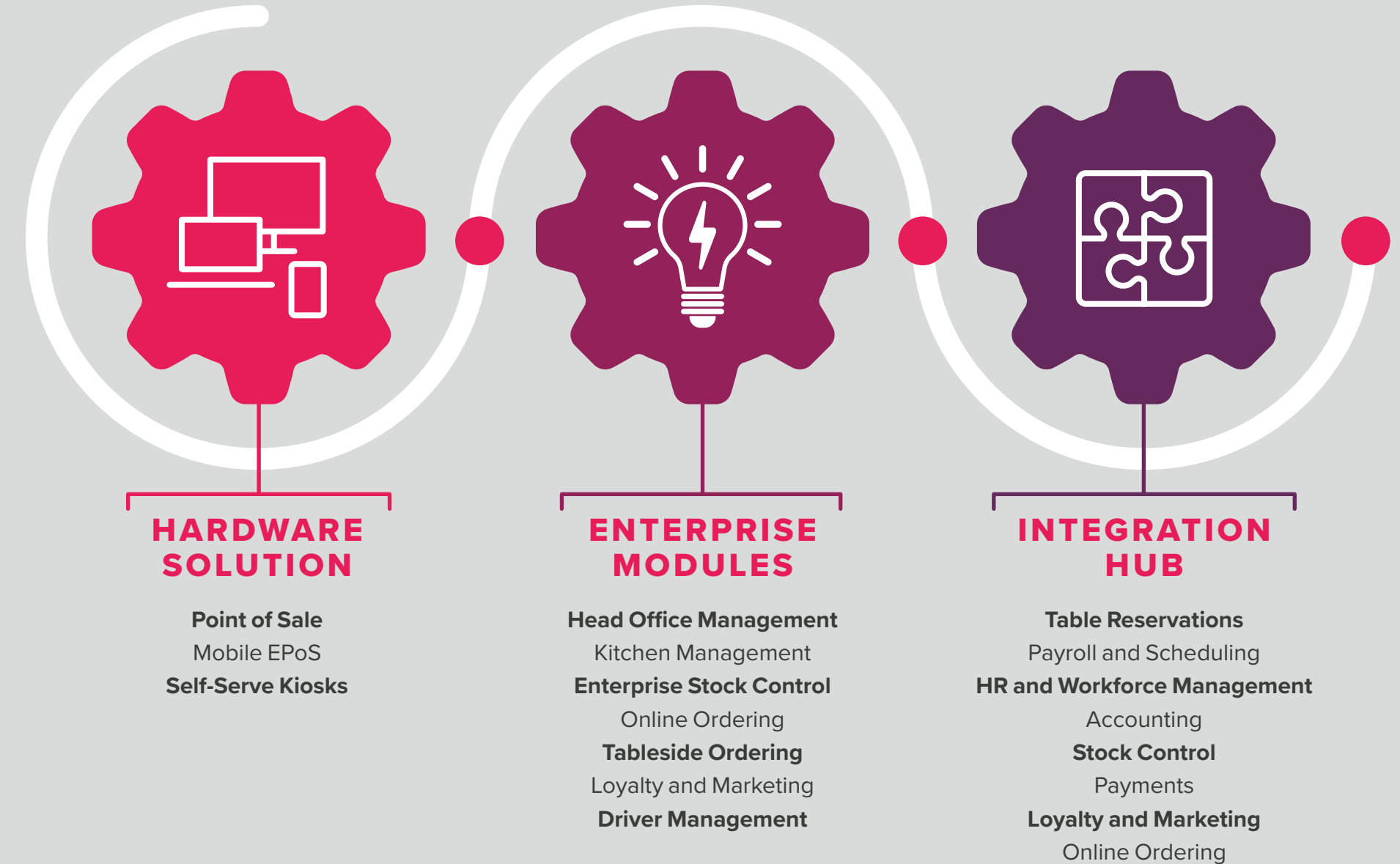
pointOne Enterprise Modules – a cloud-based EPoS management software

Our cloud-based EPoS offers a simple, easy-to-use interface all underpinned by pioneering, and reliable technology that will enable your business to grow at the pace you need to succeed. The EPoS integrates seamlessly with our award-winning suite of modules which have

been designed and developed through continual feedback from our customers, resulting in a relevant, flexible, and innovative EPoS solution.

pointOne Integration Hub – an open API for integration with 'best of breed' software

In an increasingly connected and social world the ability for hospitality operations to share data with all their technology investments is paramount. pointOne's EPoS platform is fully customisable allowing it to act as central hub that integrates effortlessly with essential apps or third-party software. This enables you to stay in control of your IT infrastructure by utilising key 'best of breed' software as and when you require them.





WE'VE GOT YOU COVERED

Whether your operation is a 50-cover cafe or a 50-site group, we have the products and know-how to ensure you get both the system you need, and the support you demand.



CASUAL DINING RESTAURANTS

Reliability and efficiency are key requirements for any EPoS in a busy casual dining restaurant and the pointOne solution will not let you down. Our system goes beyond mere transaction to include essential, integrated tools to help streamline your business such as menu management, kitchen management screens, tableside ordering and web-based reporting.



QUICK SERVICE RESTAURANTS (QSR)

We know that speed is of the essence when it comes to running a successful QSR

business and the faster you can process transactions, during your busiest times, the more turnover you can generate. Our core EPoS ensures sales are completed in seconds using our simple user interface. In addition, hardware add-ons such as KMS and self-service kiosks can improve customer service times, increase average spend-per-head and queue bust significantly.



PUBS AND BARS

We understand that customer turnaround time is essential for any busy wine bar, pub or gastro inn and our Quick Bar Screen allows your staff to take orders and payment quickly with ease. Time and efficiency savings can also be made thanks to our staff management and stock control modules as well as our queue-busting tableside ordering options.

OUR EPOS PLATFORM

FRONT OF HOUSE

The pointOne EPOS system is designed to offer a fast, reliable and intuitive interface, that's simple to use, with minimal staff training required.

EASY NAVIGATION

Between FOH and BOH using our system management screen.

FULL BOH (BACK-OF-HOUSE) FUNCTIONALITY

Available on each till and on a dedicated BOH PC.

FAST TRANSACTION

Processing and easy 'split bill' function (including split by item).



QUICK STATUS VIEW

Using a simple traffic light system to see a table's progress across all set-up screens.

FLEXIBILITY OF LAYOUT

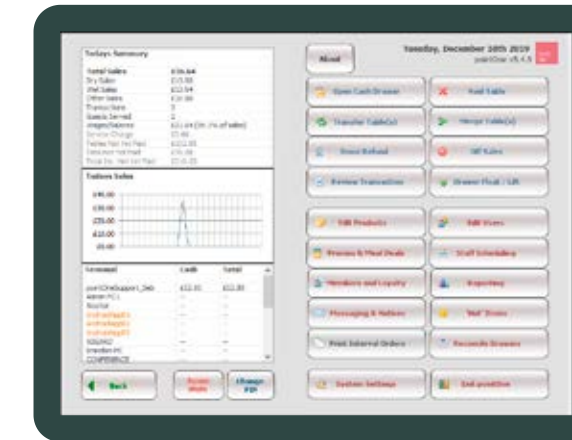
We offer a number of home screen set-ups on login depending on your business needs such as the quick action bar screen with an intuitive left to right sale workflow; or for restaurants the choice of viewing by table plan or table number.

MULTIPLE APIS FOR INTEGRATION

With the latest industry technologies.

SYSTEM MANAGEMENT

Our Back-of-House system is set up to clearly show permission levels by colour coding management functions with **red buttons** and general service functions in **blue**.



Via this BOH you can have complete control of your menu whether remotely from head office or on-site at a Manager permission level.

“As a multisite QSR, we rely on a **fast** and **reliable EPOS** to turn around our customer transactions as well as an **intuitive** back-of-house. pointOne gives us this. Tasks such as centrally changing menus or pulling off reports remotely is **effortless** and everything talks to each other so our third-party integrations are a breeze.

PAUL HOPPER, FOUNDER & CO-MD



Create and amend table plans in one easy step.

Add and edit items to the menu with ease.

TABLE MANAGEMENT AND RESERVATION

The pointOne Table Management and Reservation function is vital for any busy restaurant that needs to keep on top of all table status and streamline their table turnovers.

Traffic light system

This colour coding system provides your staff a quick snapshot view of a table status:



Table seated but order not sent to kitchen



Order has been sent to the kitchen



Bill has been printed and awaiting payment



Time management

Open tables can be set to flash when there is no activity after a defined period of time e.g. if a table has been seated for 15 minutes but no order has been taken. This not only helps improve your customer service levels but helps to maximise the table turnovers with efficient and timely service.

Customisable data

Our tables can show different information at a glance depending on your requirements such as the value of each table on a running tab, the time the table has been open, the number of people on the table and any dietary notes for the kitchen. This bespoke view is a great feature for you and your staff when you need to get a snapshot of the order status at your peak times.

Flexible table plans

Creating table plans for multiple rooms such as bar dining and the main restaurant is easy via the EPoS. Once created, tables can be moved, deleted or merged depending on your requirement.

Reservation and integration

Our reservation component allows you to easily reserve tables through the FOH while offering comprehensive BOH settings such as:

- Real-time overview of venue capacity.
- Ability to set the maximum number of covers on any given day or time, ensuring best use of your resources such as staffing and stock ordering with no wastage.
- Option to add specific information against the booking like dietary needs etc.

In addition to the pointOne reservation solution, our open API allows integration with many of the leading reservations software such as ResDiary and Avenista.



BIOMETRIC SECURITY (PLUS TIME AND ATTENDANCE)

We appreciate that user security is essential both from a transaction and staff permissions viewpoint and as such, our biometric fingerprint login offers one of the best forms of secure login.

Permission levels

These can be assigned to staff via the fingerprint or card swipe logins to ensure staff can only perform actions like refunds, menu changes, and discounts where applicable. Equally, confidential or sensitive information like BOH reporting and payroll integrations can only be viewed by site managers or head office staff once their permissions are set.

Time and attendance

Card or fingerprint login can also act as a clocking in and out system to accurately record time and attendance for your staff members.



STAFF SCHEDULING

Our core EPoS includes a comprehensive staff scheduling tool which can be viewed and edited at site level by managers and remotely by head office based on permission levels.

Within this tool, managers can create rotas and record holidays and sickness. Managers can also see total staff wages at a glance, on a daily basis and in real-time which can help with forecasting as well as part of a larger view of site gross profit.

Like reservations, **pointOne** also offers the flexibility of integrating with the leading staff scheduling software such as Fourth and S4Labour.



INTEGRATED PAYMENTS

Speed of service in a busy QSR or casual dining restaurant is crucial. **pointOne's** integration with payment devices (PED) makes all transactions with your customers quick and simple.

We partner with leading payment vendors like Payment Sense and Verifone using their secure payment devices which automatically retrieve the bill amount from the EPoS by selecting the table number on the PED, gain authorisation and send the confirmation data back to the EPoS for automatic bill closure and all within seconds.

Pay at table

Customers expect choice on how they pay whether it's cash, card or contactless and our payment terminals allow all these options with the added convenience of a

'pay at table' option. This way you can print the bill and take payment using the wireless payment device all without returning to the till, saving time for you and your customers.

KEY FEATURES

- **No need to rekey amounts so zero staff mistakes – they just call up the table number on the terminal and the EPoS integration does the rest.**
- **Bill splitting functions available.**
- **Print the bill receipt directly from the payment device.**
- **Payment can be taken by cash, card or contactless before closing the table at the table – no trip back to the till is necessary.**
- **Integrated with pointOne EPoS, pointOne Mobile and pointOne Kiosk software.**
- **All solutions PCI compliant.**



“**pointOne** EPoS is **fast** and **reliable** at the point of sale, and with integrated PED this is perfect for our busy coffee outlets. A faster transaction results in increased turnover as more customers can be served, more often. **pointOne's** fast transaction speed processes orders quickly, and cuts the queues at our coffee outlets, keeping our franchisees and customers happy.



MARK ROUGHTON, EPOS MANAGER



PROMOS AND MEAL DEALS

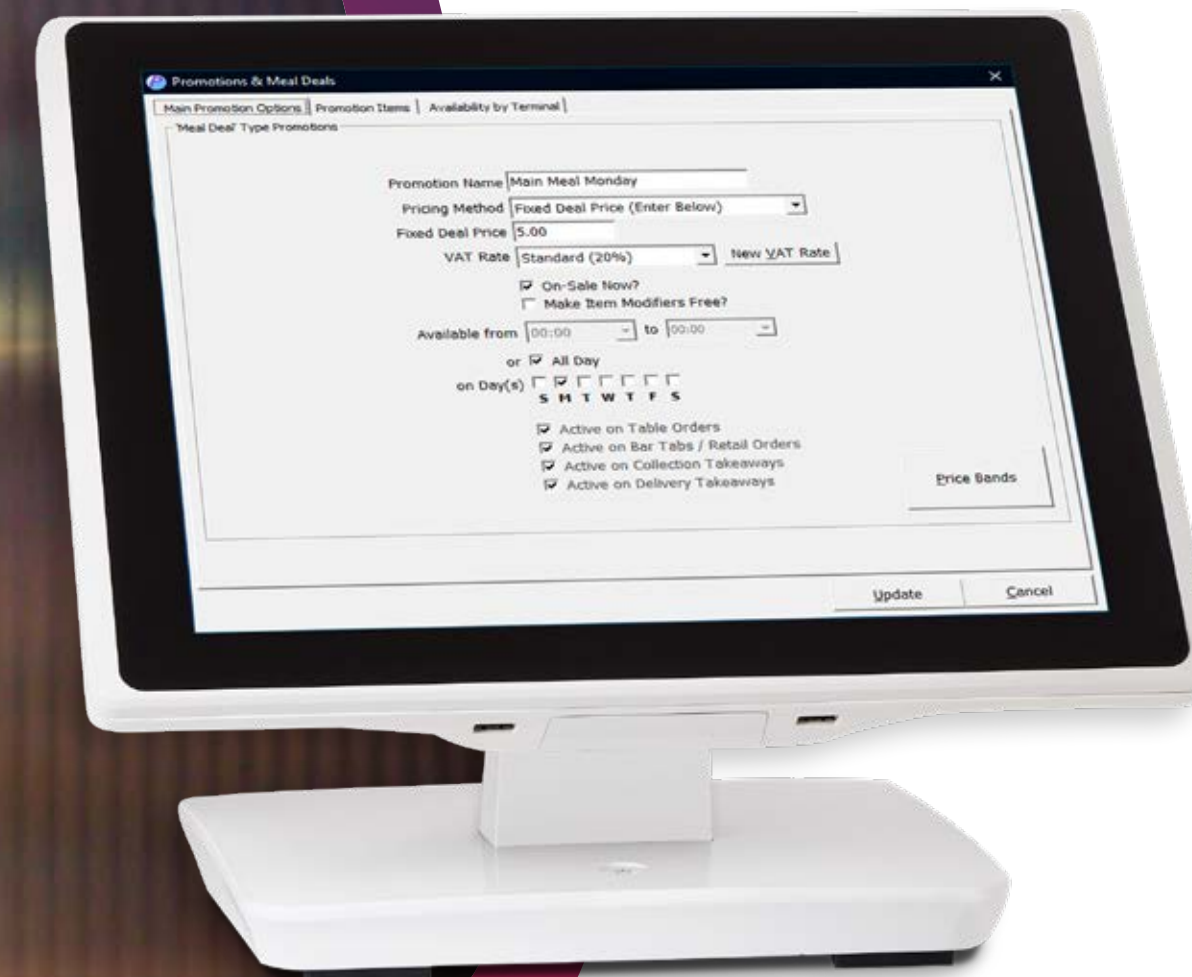
We understand that your customers mean everything and to encourage customer loyalty you want to offer promos and discounts. Our pointOne EPoS system makes this process simple to set up.

Flexibility

Promotions, meal deals and discounting can be applied to specific items and/or across specific time frames (like days of the week, times of the day) giving you complete customisation.

Analysis

All data from these promotions can be viewed in real-time by management to ensure the promotions are effective and adjusted accordingly to maximise financial return.



SEE IN ACTION:
<https://youtu.be/3wanH8-D8C0>

MOBILE EPOS

The rise of the food-to-go market has meant that QSR and casual dining operators are often juggling a growing delivery and in-house business and need their EPoS systems to provide a quick and sleek FOH service utilising tableside and online ordering.

To this end, we offer our busy casual dining and QSR businesses mobile alternatives to our fixed countertop EPoS:

- Firstly, our **Windows tablet EPoS** solution has been developed for the casual dining restaurant or similar operation to process orders at the tableside. All common EPoS functions are available and offer the benefit of maximising revenues for table service and

outdoor dining restaurants as well as queue-busting for counter ordering. Our tableside ordering devices are cost-effective and will increase productivity on the restaurant floor.

- We also offer a selection of **Windows tablets** which offer a full version of pointOne EPoS on the move. This gives you flexibility with the added advantage of providing access to all your BOH software and services whilst mobile. Our Windows-based tablets are brilliant for pop-up events, or venues who require their floor staff to have use of a full till whilst on the move.

SEE IN ACTION:
<https://youtu.be/bpJfbdXePiA>



SELF-SERVE KIOSKS

We installed the UK's first fully cashless and self-service solution using our **pointOne** kiosk system. We are experts in this space with experience in both the customer journey and the customer experience which defines the UI/UX of the self-service kiosk software.

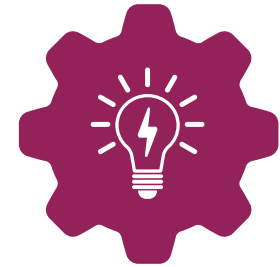
Customer-facing kiosks allow you to streamline the order process, increase customer engagement and maximise revenue. Their strategic design creates upsell opportunities, providing efficiency, cost savings and ultimately delivering a better experience for your customers.

Other features include:

- Customisable UI/UX.
- Integrated contactless chip and pin.
- Ability to filter menu options by food types (i.e. allergy content).
- Display nutritional data clearly to the customer and enable them in real-time to build up a nutritional picture of their order/basket.
- Customer login option to retrieve order history.
- Integrated with Como's customer loyalty solution.
- Order status screens displaying customer order notifications.
- Option to email receipt to customer.
- Upsell opportunities throughout order process and checkout.

TOUCHSCREEN KIOSK HARDWARE
Working on an Android platform, the kiosk solution offers a slick, innovative and cutting-edge self-order experience for customers. A range of form factors from countertop tablets to floor standing kiosks can be used, ranging from 9" to 42" screens.





POINTONE ENTERPRISE MODULES



HEAD OFFICE MANAGEMENT

pointOne Head Office provides cloud reporting and data management for your business in real-time, with speed and efficiency. When you can't be in more than one place at once, or if your company runs an estate of sites, central management is essential to ensure that you are always in the picture. Key business intelligence with access to single or multi-site comparison data and essential reports for finance, operations and stakeholders.



KITCHEN MANAGEMENT (KMS)

pointOne's Kitchen Manager delivers clear, concise instructions to kitchen staff via a simple easy-to-view wall mounted touch screen that displays multiple orders. The screens can be ceiling or wall mounted via space poles and can be touch screen or operated via a Bump Bar.



ENTERPRISE STOCK CONTROL

What you sell, buy, and waste has a big impact on your bottom line. We operate, real-time, 'first in first out' stock control for 'actual' GP tracking and reporting; multi-supply unit and price for single ingredients; multi-department management and cost/revenue allocation. The audit level stock-take capability ensures traceability and easy month-to-month reconciliation.



ONLINE ORDERING

Enables your customers to order and pay via your website for delivery or in-store collection. Coupled with a smartphone app that can be customised to your business, online ordering offers a unique way not only to reduce the pain in processing orders, but greatly increase the customer experience. Our open API also allows the flexibility to integrate with a third-party online ordering partner or develop your own bespoke solution.



TABLESIDE ORDERING

Our **Windows-based tablet EPoS solution** is a class-leading product developed for the casual dining restaurant or similar operation to take orders at the tableside. All common EPoS functions are available and offer the benefit of maximising revenues in table service and outdoor dining restaurants as well as queue-busting for counter ordering.



LOYALTY AND MARKETING

pointOne Loyalty has been designed to help our clients ensure that their customers continue to return. By offering a loyalty system you are taking advantage of one of the most important marketing tools you can use for customer retention and growth.



DRIVER MANAGEMENT

Our order management solution provides you with the tools you need to take orders fast, manage load bearing, route mapping, SMS to customers for order updates, driver tracking and manage priorities.

“ Having the Head Office Management module with the capability of giving us **centralised** and **remote** access reporting has been essential for our multiple locations and varying business requirements of takeaway, catering, delivery and dine-in.

KATE HELLIWELL, FINANCE DIRECTOR

OTTOLENGHI

HEAD OFFICE MANAGEMENT

Our Head Office tool offers complete control at the touch of a button. It is an essential module for operators who have multiple sites and need complete control over the day-to-day running of these from a head office location.

Freeing up time for your managers to manage staff and your staff to look after your customers while Head Office Management can take care of everything else.

Our easy-to-navigate dashboard allows operators:

- Fast, up-to-date information with no overnight polling.
- Access anytime, anywhere as the tool is fully cloud-based with no software install.
- Menu database changes at a single or multi-site level.
- Multi-site Stock Control management.

Remote Employee Management

Enables you to see at any time and over any period staff rotas, hours worked or scheduled and associated cost. This information can be filtered from a site level right down to an individual staff member to help with budget and forecasting as well as invaluable streamlining purposes.



KITCHEN MANAGEMENT (KMS)

pointOne's Kitchen Manager system will deliver you clear and concise instructions to kitchen staff via a simple and easy-to-view wall mounted touch screen that displays multiple orders, in either one or multiple section screens. This both streamlines the order process and makes communication between your FOH and BOH effortless.

Key features

- Manage screens at both the pass and kitchen sections.
- Item summary for live data on restaurant table status.
- Record kitchen staff time and attendance.
- Label printing and order printing from screen.
- Highlight overdue orders and view section timings.
- Bump orders to other screens.

“A key benefit of the system is the kitchen screens, as this helps the chef to prepare the food order **quickly** and **accurately**. As soon as the customer places their order, it is logged on the kitchen screen and the chef has complete **clarity** of order, which minimises errors.

BOBBY HASHEMI, OWNER, PIZZA UNION

PIZZA UNION

SPEED UP SERVICE DELIVERY

By upgrading your kitchen printer to Kitchen Manager, you can speed up service delivery, reduce errors and avoid missed orders. Kitchen staff can see, at a glance, each ticket, how long it's been waiting, and when they need to prioritise. The result is happier customers, higher throughput of orders and increased revenue.



REDUCE COSTS AND STREAMLINE DELIVERY MANAGEMENT

Using this solution our clients have gained additional insight into their food delivery which allows them to monitor their KPIs more accurately and react to problem orders quickly. Plus, there are no more consumables like printer cartridges and paper rolls to replace, saving you time and money and lowering your carbon footprint.



ALLERGEN COMPLIANT

Now more than ever, managing dietary needs is a critical part of restaurant management. Our Kitchen Management solution provides a safety net for these issues by highlighting and controlling dishes which are served with special requirements such as allergens or gluten free.



KNOW YOUR KITCHEN STATUS WITH LIVE REPORTING

With our kitchen screens you can colour code and identify long service times, so at any moment in time you know exactly what your status is. You can also define preparation time to manage service delivery and process orders from all sources including online, restaurant and takeaway.



UPDATE FOH STAFF WITH OUT-OF-STOCK ITEMS

We know that keeping your FOH staff informed of shortages and out-of-stock items is key for customer service. Our management solution can inform them ahead of time of any menu changes so they can inform customers at the time of ordering, eliminating the embarrassment and disappointment of returning to a customer to tell them something is 'off'.



SEE IN ACTION:
<http://ow.ly/CvjG50vVVK2>



ENTERPRISE STOCK CONTROL

Our inventory management solution helps you understand your business inside out by tracking sales; purchases and waste; enabling you to optimise your ordering, cost and stock control operation; and thus improve your bottom line. This data is displayed in a dashboard launch screen so management can see key information quickly before drilling into the detail – an essential feature whether you're a single or multi-site operation.

Right through from ordering to management of stock and analysis and reporting, our stock control module can quickly put you in the picture.



SEE IN ACTION:
<http://ow.ly/lvqg50vVWdf>

ORDERS

- Real time 'first in, first out' stock control.
- Automated re-ordering and purchase order creation, email orders to suppliers, suggested ordering.
- Par and consumption level ordering – prevents over or under ordering.

MANAGEMENT

- Manage ingredients, recipes.
- Recipe and cost management for both wet and dry such as cocktails and complete dishes.
- Wastage recording, line checking and inter-branch transfers.

ANALYTICS

- Stock take variance reporting.
- Integration with pointOne Head Office for web-based management.
- Full dedicated stock reporting suite.



“ Using Stock Control, we can order and transfer stock between our sites based on 100% site-level sales meaning **wastage** is **minimised** to maintain a healthy GP. It also allows our staff to have **complete F&B allergen** and **nutritional information** to hand via the EPoS so customers can be advised instantly.

NICK IANNELLI, DIRECTOR



ONLINE ORDERING

We know that online ordering has become an increasingly important part of QSR and casual dining business and that's why we have developed our **pointOne Online Ordering** solution that automates the process from customer order and payment right through to fulfilment and delivery. Customers today expect a seamless and efficient ordering experience and our tool makes this possible.

So how does it work?

To give you the flexibility you need, we have three options available to choose what's best for your business needs:

1 **pointOne Online Ordering**

We build a branded online ordering platform onto your existing website. This allows customers to order and pay via your website using a secure card or PayPal payment. The order is confirmed via text and/or email to your customer and then goes straight to the EPoS terminal or Kitchen Management screen for fulfilment. Kitchen printers can print the order details including the customer's details for either click and collect or delivery.

2 **Integrated Online Ordering with pointOne API**

This option allows us to work with your chosen third-party online ordering partner such as Orderswift, HubRise or Deliveroo to enable all orders via these third-parties to go directly to the EPoS or KMS.

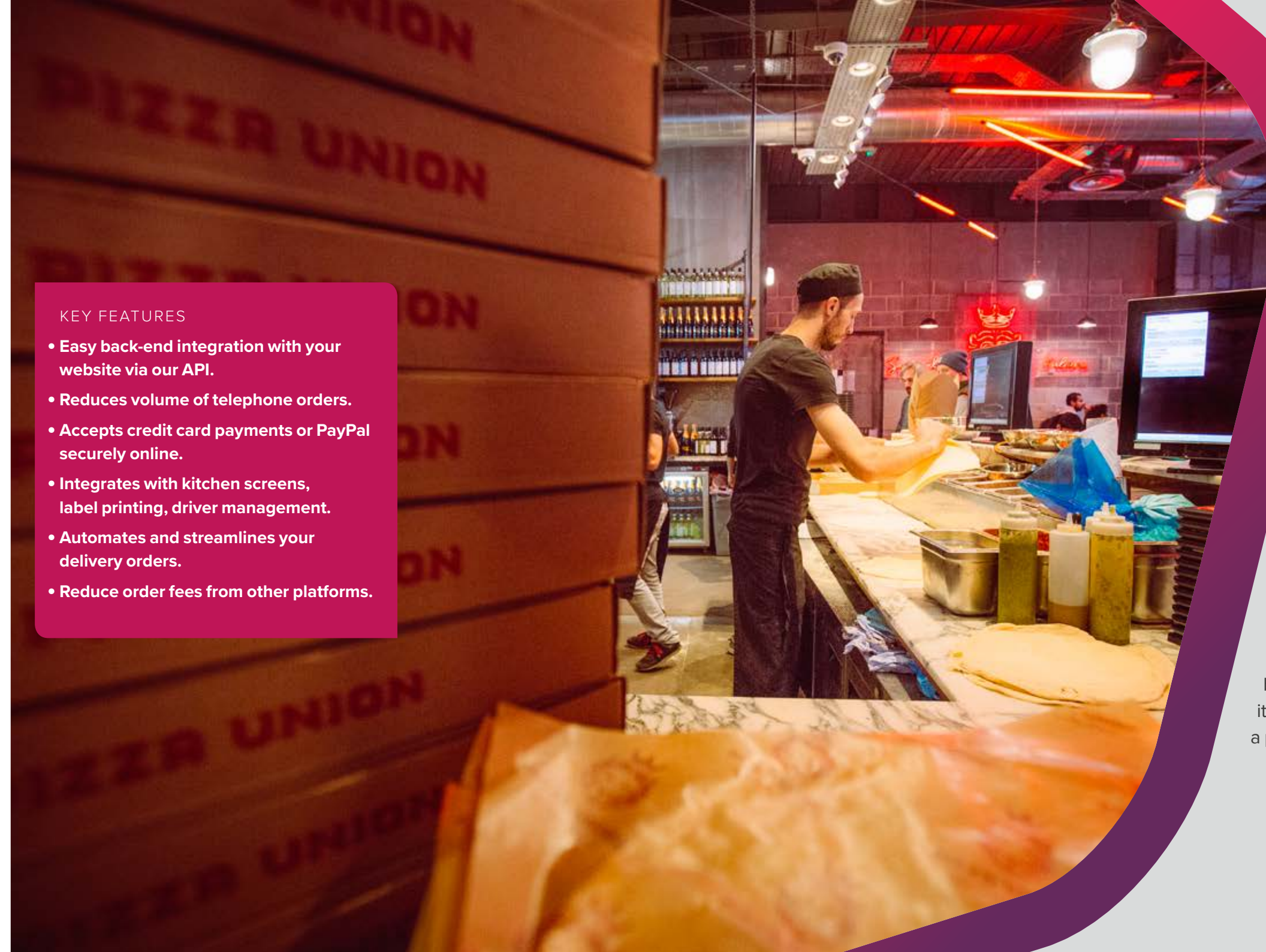
KEY FEATURES

- **Easy back-end integration with your website via our API.**
- **Reduces volume of telephone orders.**
- **Accepts credit card payments or PayPal securely online.**
- **Integrates with kitchen screens, label printing, driver management.**
- **Automates and streamlines your delivery orders.**
- **Reduce order fees from other platforms.**

Our open API means we are able to partner with a variety of online ordering software providers to give you the flexibility to stick with your chosen option and have it integrate effortlessly with pointOne EPoS.

3 **Develop your own Online Ordering with the pointOne API**

This last option is perhaps the most flexible of all as it allows you to custom build your chosen online ordering service, ensuring there is no compromise on the look and feel or usability of your solution. Our open API means your web developer can link your custom-built platform directly to the EPoS. The solution can be completely bespoke to your business requirements and it means that no third-party would be taking a percentage of your order value either.



TABLESIDE ORDERING

We developed our Tableside Ordering module to help increase productivity for our busy casual and outdoor dining clients, knowing that speed and flexibility of service were two of the most important elements to get right for customer experience.

Our Tableside Ordering uses Windows-based tablets to host the key features of our EPoS allowing your staff to take orders at the table quickly and have the orders fire through directly to your kitchen without delay and with no need to return to the till to process. This means staff can stay on the restaurant floor inside or outside, maximising their order-taking and being on hand for any customer requests. A win for your profits and for your customer service.

Key features:

- Fast, clean and modern user interface.
- Feature rich – send orders to the kitchen, manage tables, send messages and view menu info.
- Cost effective Windows hardware.



SEE IN ACTION:
<http://ow.ly/M3Oc50vVWhL>



LOYALTY AND MARKETING

Today customer loyalty is key to any hospitality business' survival and no more so than the competitive world of the QSR and casual dining sector where brands are all vying for customers fleeting attention. Brands need to go that extra mile to get their customers to return and so a loyalty programme that appeals directly to a customer's wants and needs can often be the deciding factor.

Our Loyalty and Marketing tool allows your customers to use a branded app via a 3rd party such as Yoyo or Como, or plastic card to earn points, load and redeem credit, apply loyalty discounts, and earn and redeem vouchers. Our loyalty tools have proven to increase your customers average spend-per-head while providing you with valuable insight on your customers' purchase behaviour.

“This data (from our branded Como app) provides **crucial** information about our customers behaviour such as what they are buying, when they are coming in etc which helps us know what we are going to do 6 or 12 months down the line to keep **relevant** and fine-tuned to our customers' needs.

FRED TURNER, OPERATIONS MANAGER



Key Features of our Loyalty Package:

- Easy to set-up and maintain.
- Centrally hosted database so customers can use account at multiple sites.
- Unlimited loyalty customers.
- Flexible points earning and redemption levels.
- Stamp style loyalty offering.
- Special promotions can be offered on set times and days.
- Multiple discount levels/tiers.
- Comprehensive reporting and exporting of data for marketing use.
- Full customer records which are customisable.
- View customer history and compile trend data.
- RFID card compatible.

DRIVER MANAGEMENT

Our **Driver Management** module was designed and developed specifically for fast food delivery businesses and provides you with the tools you need to take orders fast, send to prep, allocate to driver and manage priorities. Fully integrated with our **pointOne EPoS** and **pointOne Kitchen Management** products this module enables you to work faster, more efficiently and ensure you meet the demands of a fast food business in getting orders to customers in optimum times.

Our cost-effective driver management solution includes key features such as:

- Graphical and easy-to-use interface.
- View orders on a map in real-time.
- Send orders to prep automatically or manually.
- Assign orders to drivers and group orders for efficient order handling.
- Driver route planning and cash reconciliation.
- Integration with our Kitchen Management screens.
- Orders fed in from pointOne EPoS, your website, or mobile App.
- Manage delivery and dispatch times.
- Automated SMS texts to customers on order and driver dispatch.
- Unique features for managing high order volumes during peak trading hours.



“Once the food order is on our system and we have all the customer delivery details, we allocate the order to the driver who can then use the postcode look up facility to check address details for the customer. It has also enabled the business to **react** to problem orders **quickly** by having the necessary facts to hand, so they can address any issues the customer may have and rectify accordingly.

LUIGI FORGIONE, OWNER AND FOUNDER

Huckleberry
chicken
For chicken lovers!



INTEGRATION HUB

In an increasingly connected and social world the ability for hospitality operations to share data with all their technology investments is paramount. pointOne's EPoS platform is fully customisable allowing it to act as central hub that integrates seamlessly with essential apps or third-party software. This enables you to stay in control of your IT infrastructure by utilising key 'best of breed' software as and when you require them.

Who do we partner with?

You could say the list is endless. That's because if you don't see your chosen software partner from the selection here then it's not a problem as our open API means we can take a look at any new integration for you. Here is just a flavour of some of the partners we work with across a variety of hospitality service areas:



SEE IN ACTION:
<http://ow.ly/iSpQ50xCTF3>

MEET THE TEAM BEHIND POINTONE

Our starting point when we meet any potential new client is to really understand their business requirements now and in the future. We find our entrepreneurial spirit and thirst for innovation is a business culture shared with many of our clients as we strive to give them the best ongoing EPoS solution tailored to their needs. This journey starts with our team:

CUSTOMER SUPPORT

“ We understand how mission critical your EPoS is for your business and that’s why we strive to be on hand when you need our support. Our team of expert 1st, 2nd and 3rd line agents will look to identify and fix any issues that arise remotely as quickly as possible. We also have a **dedicated team of field engineers** that can be dispatched to carry out any on-site work where necessary, and with minimal disruption, to ensure your operations continue smoothly and efficiently.

We know that your operating hours can be long and varied and that’s why we ensure our UK call centre and on-the-ground technicians are available **7 days a week, 365 days of the year** when you need us most.”



MARK LILES, SUPPORT TEAM MANAGER

CLIENT TESTIMONIALS

“ We have been working with pointOne as our dedicated EPoS partner since 2014. With our continuous service, the tills are constantly in use and despite these pressures, the EPoS has been **very reliable**. Overall, we have been pleased with how the pointOne EPoS solution has been able to **flex and grow** with us as we have expanded the business over the last few years and the support from the pointOne team has been **excellent**. ”

KATE HELLIWELL, FINANCE MANAGER

OTTOLENGHI

“ pointOne’s in-house support team are **very responsive**, and whenever we have needed an engineer out they have always been **on time** and **supportive**. We would definitely recommend pointOne. ”

MARK ROUGHTON, EPOS MANAGER



“ We have complete confidence in its **reliability and competence** . . . we have **great customer support** from pointOne which is essential when we have multiple operations in place. ”

REMY ROMANO, BACK OF HOUSE MANAGER

PEYTON
AND
BYRNE





PRODUCT DEVELOPMENT

“If you choose to take advantage of one or more of our enterprise software solutions, a third-party integration or a dedicated bespoke solution, our **Product Development Team** will ensure that come installation day these will all be configured and ready to use.

We pride ourselves on our innovation and are constantly working behind the scenes to iterate and improve our product offering. You can take advantage of all new editions of our **enterprise tools** as they become available but equally, we are happy to work with you on any bespoke requirements you may have to help streamline and maximise your business operation.”

ROB SNIPE, HEAD OF DEVELOPMENT



ACCOUNT MANAGEMENT

“We know that a good working relationship is crucial to a successful partnership. This is why when you become a **pointOne** client you will be assigned one of our **dedicated Account Managers** and, to give you the consistency and piece of mind you need, that person will be with you for the duration of your time with us.

They will be on hand to field any questions or queries you may have about our products and services. They can also put you in touch with a relevant person in technical support, where necessary, to ensure your needs and the needs of your business are met fully.”

PAUL BERRYMAN,
SALES AND PARTNERSHIP MANAGER



PROJECT SERVICES

“We have an experienced team of **Project Managers** who will be on hand to take you through the whole planning and implementation of your new **EPoS** system. You will be assigned your own **dedicated Project Manager** who will be with you from the very start to ensure your system is installed smoothly at your convenience, with everything you need to be up and running quickly and efficiently. Your installation process will include the system and menu data build as well as managing any chosen third-party integrations and ensuring that your payment solutions are up and running, ready for your go live.

They will then arrange a **training schedule** to make sure that you and all your staff are fully trained on getting the best out of the **pointOne** enterprise suite. This includes any top-up or specialist training for additional tools or new staff members as and when you should need it.”

RICHARD DAVIES, SERVICES DIRECTOR



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TO SEE SOME MORE OF OUR FANTASTIC TEAM:
<https://bit.ly/2JQVFMv>

FEATURED CLIENTS



Simmons
BARS



OTTOLENGHI



incipio



CAMINO



BigChill
GROUP



CRUS2H
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