

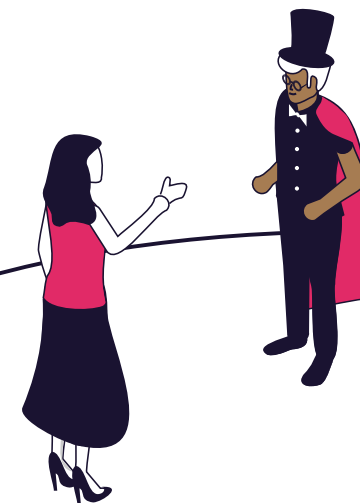
POINT  
ONE



A COMPLETE EPOS SYSTEM

# FOR ARTS ORGANISATIONS

[pointone.co.uk](http://pointone.co.uk)



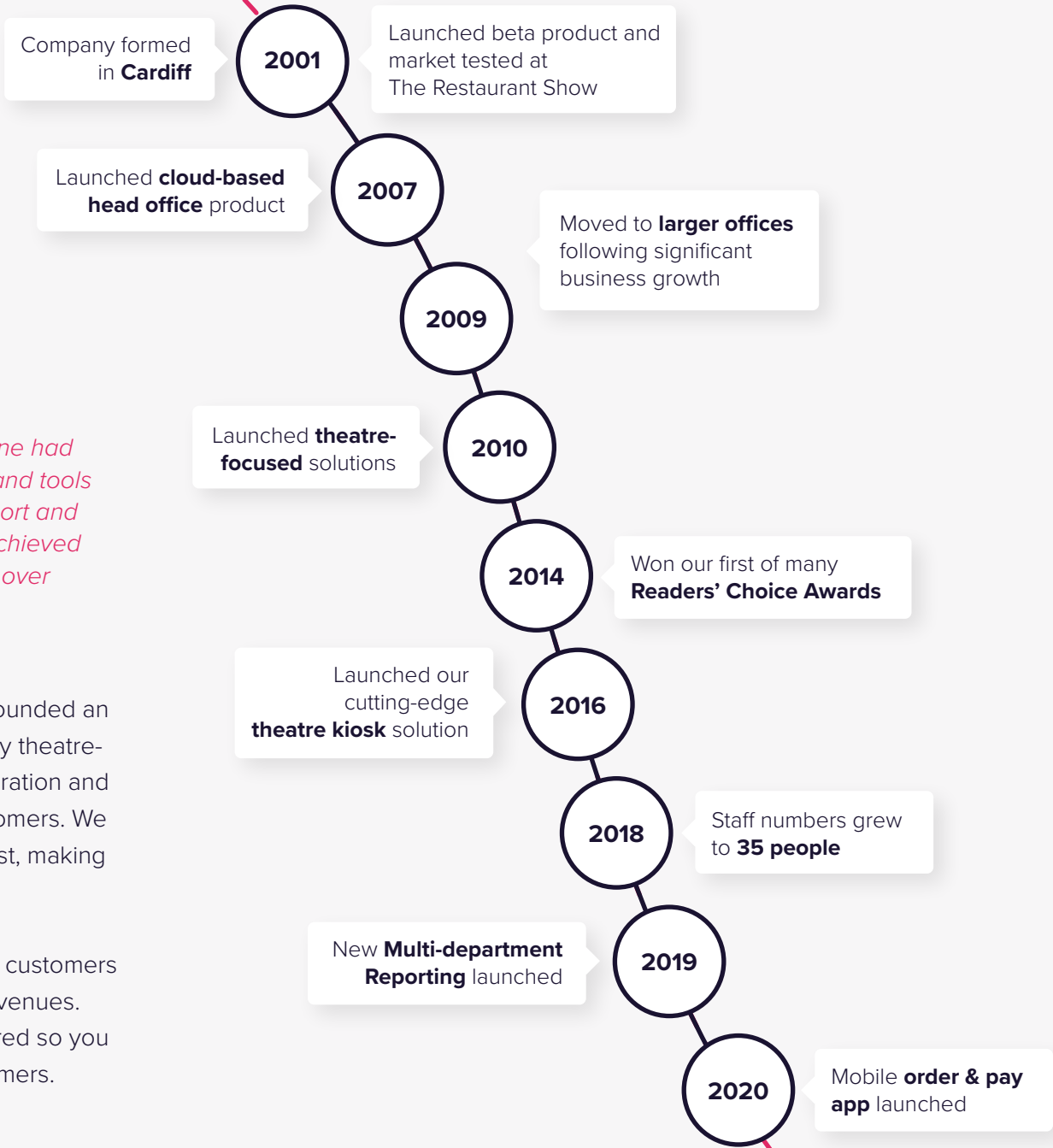
STANDING THE TEST OF TIME:  
**AN EXPERIENCED BRAND  
YOU CAN TRUST**



*Founded in 2001 by Steven Rolfe and Nick Williams, pointOne had one aim, to develop and deliver innovative EPoS solutions and tools for the hospitality sector, all backed up by outstanding support and project delivery. Over the last 20 years, the company has achieved this core objective and much more. We are now installed in over 2500 outlets.*

On the back of successes within the Arts sector, pointOne founded an Arts and Culture division and now the solution includes many theatre-specific features to manage interval ordering, ticketing integration and kiosks, as well as focused learning and support for our customers. We have over 50+ theatre venue customers and are growing fast, making us the go-to EPoS partner for the Arts Sector.

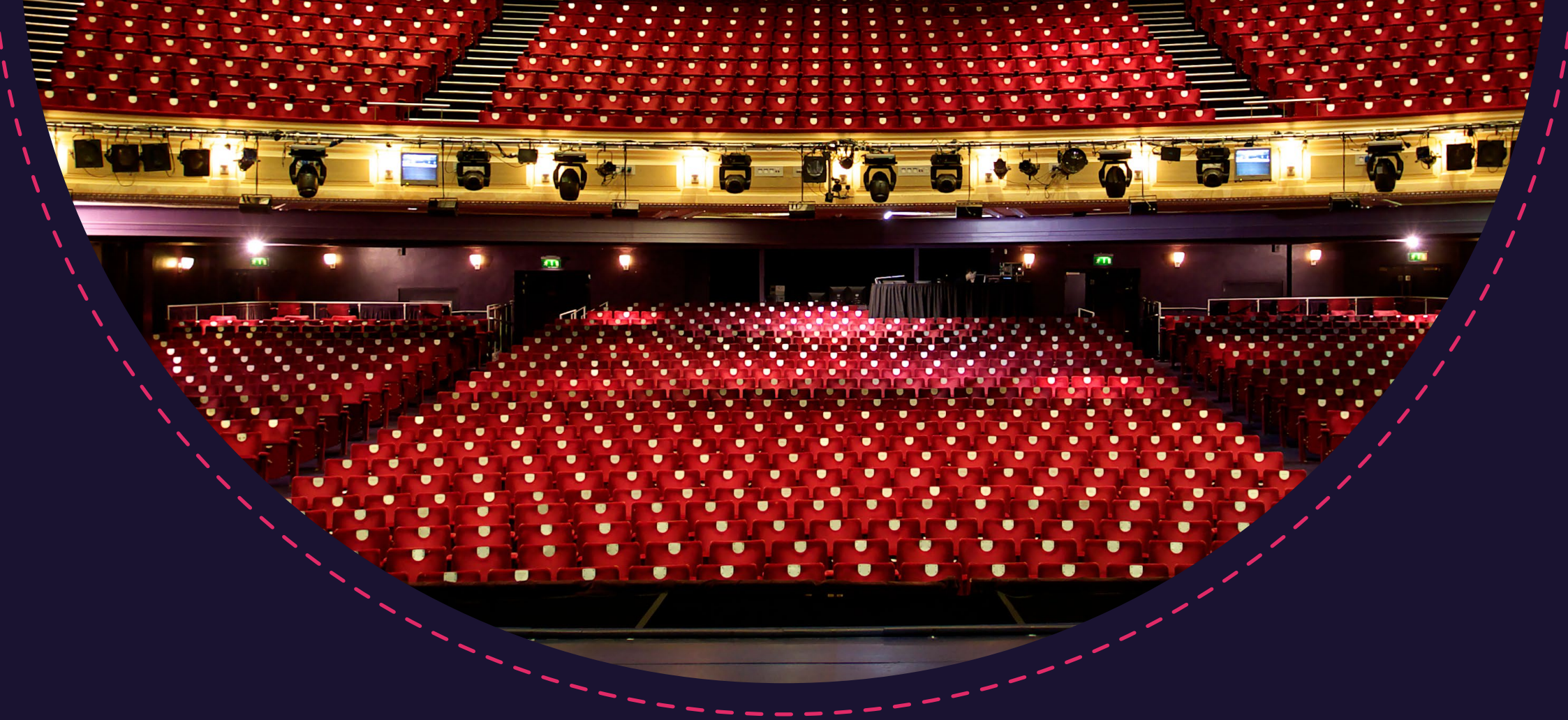
We never stop innovating because we understand that your customers expect speed, efficiency, and flexibility when they visit your venues. Our EPoS system ensures that these expectations are covered so you can concentrate on what you do best – pleasing your customers.



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“

Since we implemented pointOne's EPoS solution in October 2017, the positive impact on the business was immediate. Our staff found the system user-friendly from the start and much faster. The swift install of their new mobile order & pay app has been welcomed by our customers and has contributed to a measured growth in sales.

MIKE O'DWYER / HEAD OF IT / BIRMINGHAM HIPPODROME

# SUPPORTING AND ENHANCING YOUR REPUTATION

*We understand that the success of your EPoS system is critical not only to your F&B delivery but also to your venue's reputation.*

## ○ 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 integrate with your incumbent systems, maximise revenue potential, ensure customer loyalty and deliver exceptional customer service. Our **user-driven development** and belief in **consultative learning** culminate in monthly update releases with new features that continually enhance and improve your EPoS suite.

We believe that an investment in pointOne is an investment in realising your venue's 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 Arts sector. 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

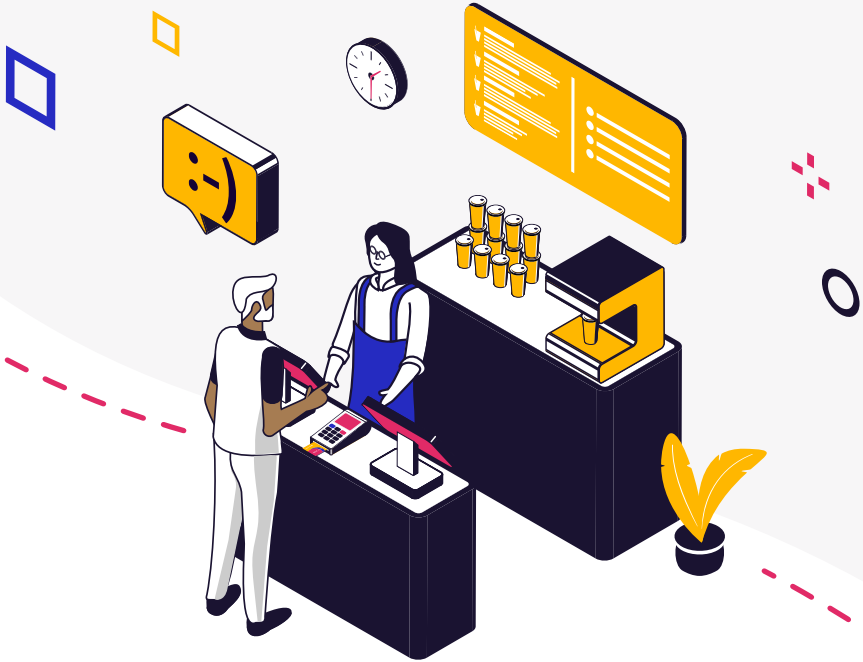
pointOne operates on a range of **robust but stylish and compact POS hardware**. We use fanless technology designed specifically for the hospitality industry to give a fast and reliable service with the added benefit of a **low carbon footprint**.

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 a 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 such as **Tessitura and Spektrix** as and when you require them.



HARDWARE SOLUTION

- Point of Sale
- Mobile POS
- Self-Serve Kiosks
- Customer Facing Media



ENTERPRISE MODULES

- Multi-department Reporting
- Enterprise Stock Control
- Interval Ordering
- Mobile POS
- Mobile Order & Pay App
- Kitchen Management



INTEGRATION HUB

- Box Office and Ticketing CRM
- Venue and Event Management
- Table Reservations
- Stock Control
- Payments
- Accounting
- Payroll and Scheduling





# WE'VE GOT YOU COVERED

*Whether you're a small venue or a grand theatre, we have the products and the know-how to ensure you get both the system you need, and the best practice support you demand.*

## THEATRES

**Reliability and efficiency at peak times are fundamental requirements for any EPoS** in a busy theatre bar or restaurant – that 90 minutes pre-show and the 20-minute interval are when you demand the most from your system. This short window is your opportunity to **maximise your hospitality spend-per-head and engage with your visitors** – our interval ordering features allow you to do exactly that.

Your F&B is a vital part of your product offering and an essential part of your customer's experience when they visit the theatre. We enable you to leverage this with **tools designed for the Arts** that help improve your operational efficiencies such as **menu management, stock control, kitchen management screens, Mobile POS and web-based reporting**.

We are focused on meeting all your project needs through a thorough onboarding process, offering **ongoing learning and support, and an assurance of complete data security**.

## VENUES

We understand that **fast and efficient customer service** is essential within busy venues where turnover and speed of transaction is key. Our core EPoS ensures **sales are completed in seconds** using our simple user interface. In addition, hardware add-ons such as KDS and self-service kiosks can improve customer service times, increase ATV (Average Transaction Value) and **queue bust** significantly.

We have been working with theatres and venues for over 10 years to develop unique features within our **interval ordering solution, self-service kiosks, and ticketing integrations**. We are proud to be experts in this sector, working with some of the **UK's leading Arts organisations**.



# 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 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.

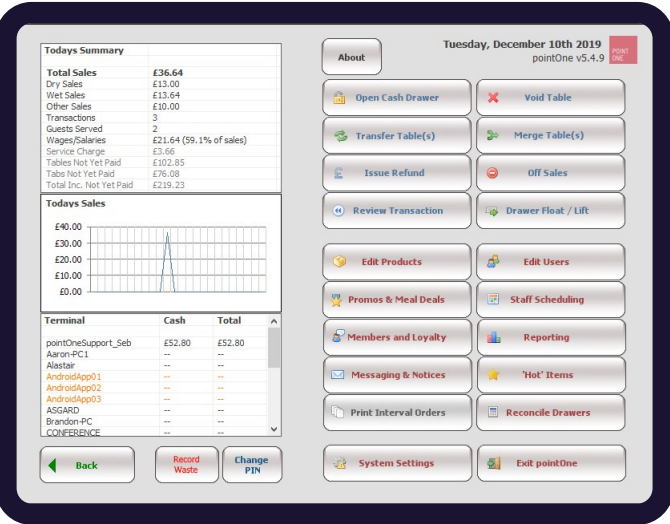
### INTERVAL ORDERING MANAGEMENT

Print interval order reports and customer tickets during showtime.



## 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.



Manages interval orders quickly and efficiently.

Add and edit items to the menu with ease.



“ pointOne EPoS is **reliable and fast** at the point of sale. The interval ordering solution coupled with integrated PDQ machines make for a perfect solution for our busy theatres and venues. A faster transaction results in **increased turnover** as more of our customers can be served **during peak times and intervals**.




**ANNA MARIE IDLE**  
DIRECTOR OF HOSPITALITY  
SELLADOOR VENUES

# 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.

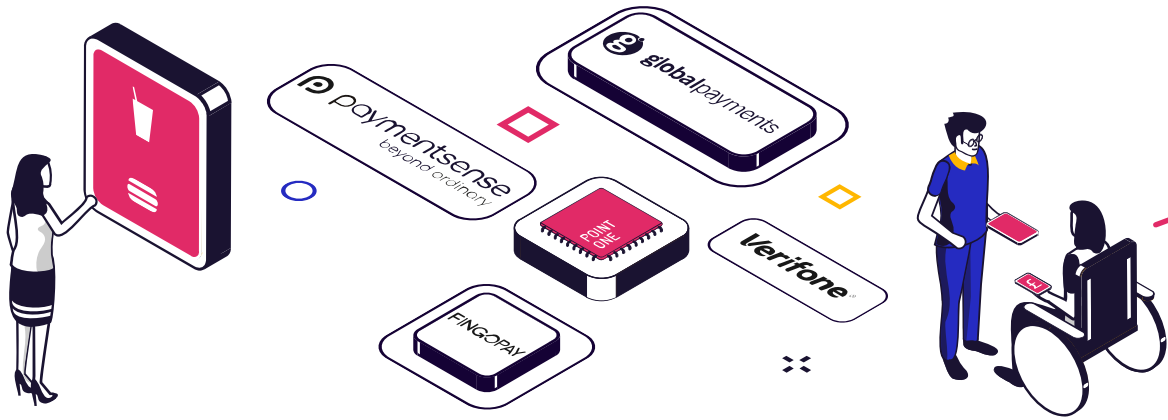
Like reservations, pointOne also offers the **flexibility** of integrating with the leading staff scheduling software such as Fourth and S4Labour.





# INTEGRATED PAYMENTS

Speed of service in a busy theatre or venue 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.



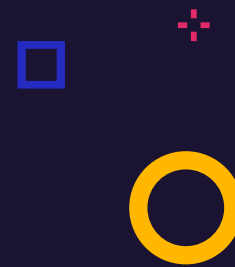
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**pointOne EPoS** is fast and reliable and, with integrated PDQs, processes orders quickly. This **cuts the queues** at our busy coffee outlets, keeping our franchisees and customers happy.

**MARK ROUGHTON / EPOS MANAGER / COFFEE REPUBLIC**







#### MEDIA SCREEN MARKETING

Our customer-facing media screens are perfect for theatres and venues.

- Encourage impulse-buy upsells at the counter by displaying your latest promotions.
- Convey all your relevant marketing messages to a captive audience as they wait in the queue.
- When in use, provide clear transaction history and tender information.

## 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 IT IN ACTION**

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



# MOBILE POS

Working with Arts organisations, we have developed a slick and reliable mobile POS solution for your concessions such as ice-cream kiosks, pop-ups, or mobile vending.

We can offer our busy theatre and venues mobile alternatives to our fixed countertop EPoS:

- Our Mobile POS solution has been developed on a Windows tablet to **process orders on the move or at pop-up locations** for events. All common EPoS functions are available and offer the benefit of **maximising revenues and queue-busting for counter ordering**.
- Our Mobile POS devices offer a strong ROI and will increase productivity whilst delivering a **better experience for visitors**.
- Our tablets are **perfect for pop-up events or venues** but you can also attach a base which will then allow the portable terminal to become a semi-permanent till with cash drawer, printer and PED integration.
- For venues with casual dining service, our Mobile POS tablets provide an **efficient and seamless way to manage orders, tables, and customer requests**.



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



“The **pointOne system** allows us to be proactive rather than reactive which in the competitive hospitality industry is key. The option to use a mobile POS to take tableside orders with a tablet has given us **great flexibility** and helped keep queues down at the bar which **keeps our customers happy**.

**FRED TURNER / OPERATIONS MANAGER  
DODO PUB COMPANY**





# SELF-SERVE THEATRE KIOSK

*We are highly experienced in this space and installed the UK's first fully cashless and self-service solution back in 2016.*

Our kiosks provide theatres with a unique opportunity to deliver a customer experience technology that has the scope to **increase revenue and streamline 'order now' and interval ordering.**

Self-service provides a safe and engaging service model. Your customers can **order F&B for immediate collection at the bar, or pre-order interval orders at their convenience.** When the order is paid and complete, the customer receives a collection copy receipt and the venue receives the order for fulfilment at the chosen time.

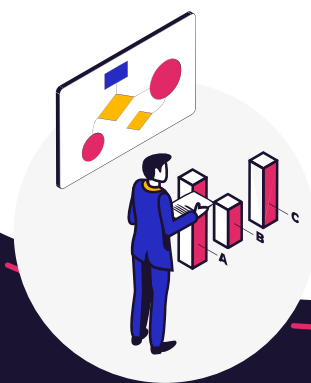
Customer-facing kiosks allow you to **streamline the order process, increase customer engagement and maximise revenue.** Did you know that self-service kiosks can actually **increase ATV by between 10-20%?**

## WHY IMPLEMENT A SELF-SERVICE KIOSK AT YOUR THEATRE?

- **Maximises revenue** opportunity in a short window.
- Increases ATV by between 10-20%.
- Customers can customise their order.
- Helps to **queue bust** at the bar.
- Increases volume of interval orders.
- Creates operational efficiencies.
- Provides **upsell opportunities** throughout order process and at checkout.

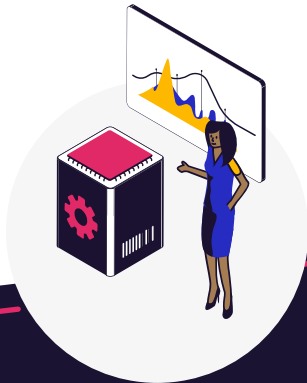


# POINTONE ENTERPRISE MODULES



## MULTI-DEPARTMENT REPORTING

pointOne's Multi-department Reporting provides **cloud reporting and data management for your business in real-time**, with speed and efficiency. When you are juggling multiple cost centres across sites, central management is essential to ensure that you are always in the picture. Key business intelligence is provided with **access to single or multi-department comparison data** across one or more sites and essential reports for finance, operations and stakeholders.



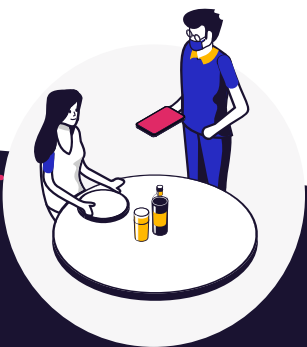
## ENTERPRISE STOCK CONTROL

Our Stock Control solution is built to aid **multi-department management** by featuring an **easy-to-use interface** that operates a real-time, **'first in first out' stock control** for 'actual' GP tracking and reporting. Daily tasks from PO creation to line checking and end of month stock reconciliation can be carried out effectively, and real-time reporting on key KPI such as margins, wastage, cost of sales and stock usage is effortless.



## INTERVAL ORDERING

We know that interval ordering is a key part of a theatre's revenue stream and so our pointOne Interval Ordering tool has been developed to streamline this process, ensuring a **quick and frictionless way to process high volumes of pre-orders and pick-ups easily**. Our solution can also integrate seamlessly with our Self-serve theatre kiosk, Mobile order & pay app, and your website via our Online Ordering API. This allows **pre-ordering to become part of the ticket purchase path** within your online ticketing CRM.



## MOBILE POS

Our Windows Mobile POS is a class-leading product developed for venues that feature casual or outdoor dining restaurants and concessions such as ice-cream kiosks, pop-ups, or mobile vending. All common EPoS functions are available and offer the benefit of **maximising revenues for quick order-taking and sales transactions**, as well as **queue-busting for counter ordering**.



## MOBILE ORDER & PAY

Contactless ordering is now fully expected by your customers as a safe, convenient, and frictionless way to order and pay for food and drinks. Our Mobile order & pay solution is **a web-based app** and so requires **no download or complex sign-up**. Customers can simply **access your digital menu via a URL or QR code**, order, pay and either collect their order or be served at their table.



## KITCHEN DISPLAY SYSTEM (KDS)

pointOne's KDS for casual dining restaurant areas delivers **clear, concise instructions to kitchen staff via a simple easy-to-view wall-mounted touchscreen** that displays multiple orders. The screens can be ceiling or wall-mounted via space poles and can be a touchscreen or operated via a Bump Bar.



# MULTI-DEPARTMENT REPORTING

*Our Multi-department reporting tool offers complete control at the touch of a button. It is an essential module for operators who have multiple sites or departments and need complete control over the reporting and day-to-day running of these from a central location.*

Freeing up time for your managers to manage staff and your staff to look after your customers while our Multi-department reporting management software 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.**



“

With the multi-department reporting I can pull down sales and inventory reports, staff sales performance reports and end-of-day reports which help us to see which shows are performing well for F&B and merchandising. This **takes out any guesswork on sales projections, helping me to better manage our lines and staff allocation.**

**DANIELLE YOUDS**  
**FOOD AND BEVERAGE MANAGER**  
**ROYAL LIVERPOOL PHILHARMONIC**





## THE OLD VIC

“

I use the stock control module for all our on and off-site holdings, allowing me to see the different stock levels within our different departments. It means I can keep hold of the whole building electronically in one place which is great and a **huge time-saver for me.**

**SAM MILLER / BAR PROJECT  
MANAGER / THE OLD VIC**

### 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 multi-department transfers.**

### ANALYTICS

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

## 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.*

All 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-department operation.

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



**SEE IT IN ACTION**  
[https://youtu.be/NkMI\\_BCjWQ8](https://youtu.be/NkMI_BCjWQ8)





## INTERVAL ORDERING

*Our Interval Ordering option allows your customers to pre-order easily at the till or via one of our self-service solutions.*

This provides significant **operational time-saving and efficiencies by managing your F&B requirements in advance of your busiest times.** Once paid for, the interval order enters the system ready for prep pre-interval using a report first, followed by matching tickets to distribute with the orders.

### TICKET PURCHASE PATH OPTIONS

Should you wish to offer interval ordering on your website via your ticketing platform, be it Tessitura or Spektrix, then our online ordering API enables you to **offer pre-ordering as part of the ticket purchase path.**



## KEY FEATURES

- Customers can **order at any till point for pick-up** in their preferred location.
- **Records seat and pick-up location** by either auto-assigning a number or customer name entry, plus:
  - **Manage volume** by pick-up area.
  - **Pre-Interval reporting** – prep sheet and individual name/order detail slips.
- Allows customer to **order for multiple intervals.**
- **Manages stock and revenue assignment** to the pick-up area.
- **Boosts revenue with upsell opportunities** via POS or self-service.
- **Fully integrated** with our Theatre self-service kiosk and Mobile order & pay app.



## MOBILE POS

*We developed our Mobile POS module to help increase productivity for theatres and venues with busy concessions, pop-ups and casual and outdoor dining restaurants, knowing that speed and flexibility of service were two of the most important elements to get right for customer experience.*

For venues with indoor or outdoor dining restaurants, our Mobile POS 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 your customer service.

Mobile POS is also **ideal for outdoor theatre events** where you can utilise it for **pop-up concession or merchandise stands** as well as roaming ice-cream and interval snack sellers. Here you can turnaround fast transactions to **reduce queue wait time** with all the extra functionality offered from your fixed counter tills such as **product information and sales data capture**.



## KEY FEATURES

**Fast, clean and modern** user interface.

Real-time automation between order-taking and kitchen **eliminates any chance for lost orders or errors**.

**Feature-rich** – send orders to the kitchen, manage tables, send messages, and view menu/merchandising info.



**SEE IT IN ACTION**

<https://youtu.be/bpJfbdXePiA>





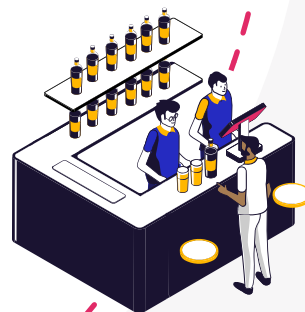
## MOBILE ORDER & PAY APP

*Our mobile order & pay app enables a customer to order in the venue, or from the convenience of their seat.*

The **web-based app** is a simple, intuitive solution that lets your customers order and pay safely from their mobile. **No app download or sign-up is necessary**, customers can just scan a QR code or enter a URL and away they go.

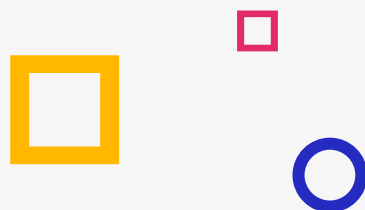
Once an order is completed, it goes straight to the EPoS and/or KDS ready for fulfilment at the desired time and place.

**It couldn't be simpler.**



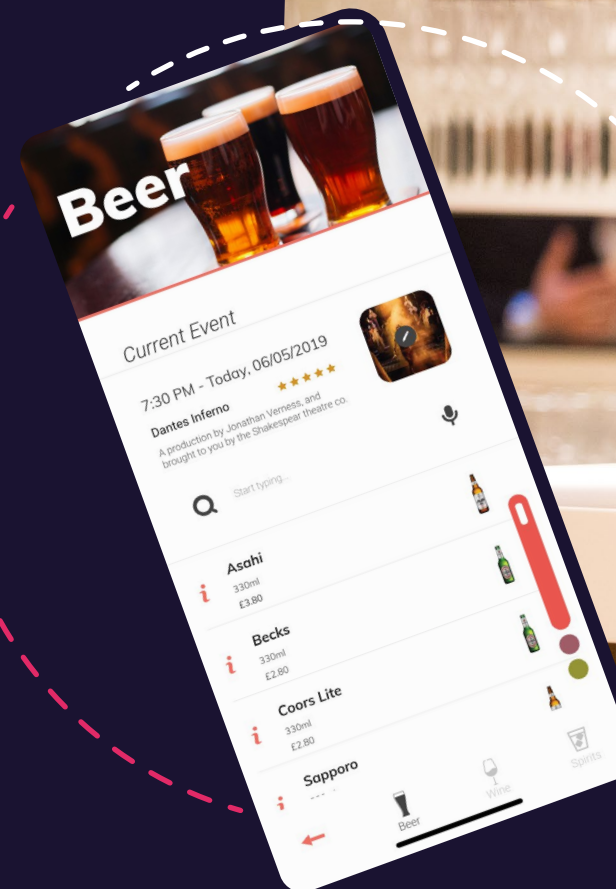
### FOR YOUR CUSTOMERS THIS MEANS:

- **No queuing or waiting** to order/pay.
- Can **modify their order** and add notes for the kitchen such as **allergies or dietary needs**.
- Can select the pick-up location and seat number.
- **Cashless and secure payment** via Apple or Android Pay, with Stripe or Payment Sense integrated.



### AND FOR YOU:

- **100% bespoke** to reflect your branding.
- Can **use modifiers and customisable options to upsell** during customer order journey.
- Queue busts at the bar.
- **Frees up staff time** to fulfil orders and provide excellent customer service.
- **Fixed monthly fee**, no commissions.



“

Our staff have appreciated the swift introduction of **pointOne's mobile order & pay app** both for the ease in customer use and time back it gives them to do their daily jobs. We have seen a **growth in sales** with the app and can see further potential and beneficial use within our company. pointOne EPoS has made a **significant positive difference to our theatre trading business**.

**MIKE O'DWYER / HEAD OF IT / BIRMINGHAM HIPPODROME**





# KITCHEN MANAGEMENT (KDS)

pointOne's Kitchen Management system will deliver you clear and concise instructions to kitchen staff via a simple and easy-to-view wall-mounted KDS touchscreen 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.



## SPEED UP SERVICE DELIVERY

By upgrading your kitchen printer to our Kitchen Display System, 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 protection 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 display 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 concessions.



## 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'.

# KEY FEATURES

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



**SEE IT IN ACTION**  
<https://youtu.be/7Q-jaldaARg>



“Using kitchen display screens has given us **complete control over our FOH traffic** and importantly, provided a safety net for issues such as controlling allergens. The **staff know exactly what is going out at any given time**, giving them far more control over the restaurant environment.

**LYNDSEY TICKLE / HOSPITALITY MANAGER / THE LOWRY**







## INTEGRATION HUB

*pointOne's EPoS platform is fully customisable allowing it to act as a 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.*

We know how important ticketing CRM software such as Tessitura or Spektrix is to your operation and that is why **our open API integrates with these seamlessly** to ensure 100% automation behind the scenes.

### 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 IT IN ACTION**

<https://youtu.be/lxAa3EQYn4k>

## EPOS HUB

BOX OFFICE &  
TICKETING CRM

tessitura  
NETWORK

SPEKTRIX

crowdEngage



STOCK  
CONTROL

Fourth

ProcureWizard

MarketMan

PAYMENTS

globalpayments

Verifone

payment  
sense.

FINGOPAY

ACCOUNTING

xero

sage

PAYROLL AND  
SCHEDULING

Fourth

S4Labour

TANDA

TABLE  
RESERVATIONS

Avenista

ResDiary

VENUE & EVENT  
MANAGEMENT

ARTIFAX



# 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 thirst for innovation and consultative learning 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:*



**RICHARD DAVIES**  
SERVICES DIRECTOR

“

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.



“

We looked at several solutions, however, pointOne EPoS offered a range of features and benefits that together made a complete package that was designed to meet the specific challenges of theatres. As a result of using the pointOne system, we have **shorter queues and more upselling opportunities during the interval**; significant staff time-saving with the integrated stock control and kitchen management; and having a mobile EPoS to use at our private events has created **huge flexibility** so we can attend to customers right on the floor.

**LYNDSEY TICKLE / HOSPITALITY MANAGER / THE LOWRY**



“

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 / COFFEE REPUBLIC**



“

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**



## CLIENT TESTIMONIALS



“

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 know how important third-party software such as Tessitura and Spektrix are to our theatre clients and that is why Nick Williams is our dedicated Tessitura expert and Rob Snipe is our resident expert for everything Spektrix.

**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.



**NICK WILLIAMS**  
CHIEF TECHNOLOGY OFFICER



**ROB SNIPE**  
HEAD OF DEVELOPMENT

“

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.



**MIKE TILSLEY**  
PROJECT MANAGER

“

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 & PARTNERSHIP MANAGER



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

## FEATURED CLIENTS





The logo consists of a solid blue square with the words "POINT" and "ONE" stacked vertically in white, uppercase, sans-serif font.

POINT  
ONE

**We're always open to chat**

0345 862 0005 | [info@pointone.co.uk](mailto:info@pointone.co.uk) | [pointone.co.uk](http://pointone.co.uk)

**ARRANGE A DEMO TODAY**

