



# THE ULTIMATE GUIDE TO HOSPITALITY EPOS SYSTEMS



RELIABLE AND ROBUST



LOYALTY



CLOUD SUITE SOFTWARE



INTEGRATED PAYMENT



V-R200

V-R7000



LOW POWER CONSUMPTION

MOBILE ORDERING

1 2 3 EASY TO USE

EPOS systems are often a significant investment, and should really be thought about a lot before purchasing. But while price is an important factor, you shouldn't just pick the cheapest option. EPOS is the technology at the heart of your business, and should be able to solve all the challenges your business faces every day.

There are some seriously scary stories on forums depicting cheaper, one-size-fits-all options ultimately failing when the provider goes out of business a few years later — leaving customers out in the cold when their technology breaks.

Your best bet is to research your options, speak to a provider to make sure they understand what your business truly needs both now and later down the line, and purchase with that in mind. No two businesses are ever the same, so you need a tailored solution to be confident you're making a good investment.

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# HARDWARE



First and foremost, it's advised to make sure the hardware you choose is right for your business. Hospitality can be a fast-paced, messy environment for tills. Your EPOS solution is bound to get spilled on and knocked around at busy periods, so the hardware needs to be robust and splash-proof.

## WHAT HARDWARE DOES CASIO EPOS OFFER?



### V-R7000

- 15.6 inch responsive LCD touch screen display
- Water splash and dust resistant to the IP53 standard
- Designed with a larger hospitality business in mind, such as pubs and restaurants



### V-R200

- 10.4 inch responsive LCD touch screen display
- Built-in printer and customer display
- Compact size for smaller spaces, such as cafes and smaller restaurants



### CASIO HAND-HELD MOBILE ORDERING

- Compatible with Android versions 5 +
- Uses the same software as the V-R series
- Low cost solution
- Fast, simple and easy to use

#### WANT TO GIVE YOUR BUSINESS THAT LITTLE EXTRA WHEN IT COMES TO TABLE SERVICE?

Try a mobile ordering solution! With a hand-held device, you won't find yourself going back and forth to put orders through; they'll be sent to the kitchen or bar seamlessly when you click on them at the table.

This means you can spend more time with your customers, and gives you more opportunities to upsell. Plus, the Android based software that can be used on multiple tablets has the same look and feel as that used on the V-R series tills above, resulting in minimal staff training and complete ease of use.

# SOFTWARE



The technology at the heart of your EPOS system is also vital to ensure a smooth-running hospitality business.

Can it do everything you need it to? What can and can't be customised? Are you able to add more functionality as your business grows?

## ■ ANDROID BASED

The latest incarnation of the Casio EPOS software harnesses the power of our Android-based platform to deliver one of the most feature-rich and versatile packages on the market. Whether it is the basics of registering sales, intelligent application of special offers, advanced graphical table management or sophisticated reporting, you will find the Casio EPOS software to be more than equal to the task.



## ■ SOCIAL MEDIA

Access all of your social media accounts from your EPOS system. All you need to do is swipe out the utility panel with your finger to access the website of your choice. This way, you can tweet latest offers, update your Facebook page, or respond to a Trip Advisor review right from your terminal. It can also be controlled, so only certain team members have authorised access.



## ■ SECURITY

You'll want different levels of staff to have different views of your till system as a standard. Supervisors will need access to void errors and mistakes, and perform a refund if a customer isn't happy. Your general manager will have access to everything. Cashiers will have access to log in, open the till to take payment, and process orders.



## ■ CLOUD SUITE

To complement your hardware, you can get a sophisticated, comprehensive, and fast Cloud-based back-office system.



The Cloud Suite will help you not only to keep your tills up-to-date with the latest prices, promotions and staff information, but will also help you capture and analyse the data to see detailed performance insights.

This means you get a comprehensive, web-based back office package that allows you to manage every aspect of your EPOS terminals and the part they play in the success of your business. From the simplicity of changing a price to managing stock levels to running sophisticated reports, you'll find that the Cloud Suite makes life simpler. Plus, it also features a number of modules so you can pick and choose the features you need, giving you a bespoke solution and one that grows with your business.



# 3 MUST HAVES FOR EPOS



## ALL-IN-ONE SOLUTION

Having an all-in-one solution from the same company in terms of hardware and software really makes sure both are perfectly synced from the get-go.

A lot of brands will usually have one or the other, or perhaps the software is built by them and they ship cheap hardware tills from another country. But there are some which deliver both quality hardware and software together from the same origin, offering that extra reassurance.

1



## INSTALLATION AND SUPPORT

Your job is in hospitality, not technology. The last thing you want is to purchase a sophisticated EPOS system and be left to work out the initial set-up technicalities by yourself.

To save you the time and to make sure it's all working correctly, your provider should programme the systems prior to installation, send out onsite technicians to help you install a new system, and to troubleshoot any technical problems you might experience in the future. A good vendor will make sure you receive ongoing support, so if something's not quite right, you can call on them to send someone out to fix it for you.

2



## TRAINING

When you purchase an EPOS system from a manufacturer, you'll want to be trained up so you can show your team how to use it to its best advantage.

Usually, the person who comes to install it for you will go through the steps with you. This way, you can train your wider team quicker, easier, and more confidently.

3

# GET A FREE DEMO

CASIO can help support you when you're deciding on the solution that best fits your business' needs with a free demo.

## THIS DEMO WILL COVER:

- Expectations and requirements of the Casio EPOS system
- Exploring Casio EPOS features and benefits for you, your team and your customers
- An overall showcase of how Casio EPOS can improve your hospitality business

You'll want to make sure you've researched all your options, see how it all works and what EPOS solution would be best for you — [click here](#) to get in contact with us!

## DEMO PROCESS



Submit a demo request online or call us on 020 8208 9453. We'll respond to you within 24 hours



The choice is yours. Have a demo in person or over the phone at your convenience



If we haven't answered all of your queries already, simply contact us for further support

