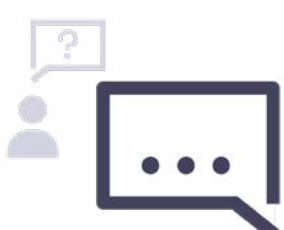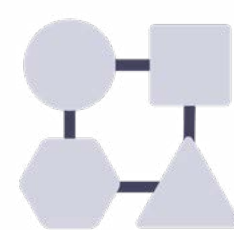**ICRTOUCH**

Hospitality
EPoS

01001001
01000011
0101010010
100,000+

Over 100,000
Installs

Partner
Support

Complete EPoS
Suite

20+

20+ Years of
Innovation

Designed for your hospitality business

Whether you are running a pub, hotel, restaurant or café, ICRTouch EPoS software is designed for your business and is suitable for the small independents to large multi-site chains.

ICRTouch is an industry leading EPoS developer, our innovative software solutions have been continually improved for over 2 decades. Our family of solutions work together helping businesses like yours reach its full potential in all areas, from business operations to customer service.

ICRTouch is global, we have a trusted Partner Network of highly-trained engineers that will guide you in choosing the right system for your business and provide ongoing support.

ICRTouch EPoS software is helping hospitality businesses succeed all over the world, and yours could be next...

ICRTOUCH   Authorised Partner

Benefits of Authorised Partners

Hands-on service, no slow customer call centres.

One place to discuss your hardware, software and any other service needs.

Most problems can be resolved swiftly over the phone or remotely, site visits and replacements can normally be arranged at short notice.

bsi. ISO 9001:2015 Quality Management
FS 713899

100,000+
Installs worldwide

Front Of House EPoS Till System

The right front of house EPoS terminal works with you to maximise your profits, manage your staff efficiently and provide an impressive, quick and convenient customer service.

Today's TouchPoint has more features and flexibility than ever, giving you a till system that allows you the freedom to operate in your own way.

Designed for speed

- Quick sevice.
- Intuitive layouts.
- Graphical table plan.
- Integrated card payments.
- Menu & price updates at the till.
- Automatic happy hour & timed events.
- Tabs and/or tables.
- Kitchen printing.

Versatile for any Business.

- Product promos.
- Personalised customer display with adverts. customer prompting.
- Loyalty schemes, gift cards & vouchers.
- Easy integration with our complimentary products to give you the flexibility a growing business needs.
- Additional features can be created to your bespoke requirements.

Security

- All clerk activity is stored on the till so you can investigate mishaps.
- TouchPoint integrates with your CCTV displaying transaction information.
- Secure sing-on: fingerprint, ibutton, magnetic or proximity card.

Reliable

- No internet, no problem. Full features to keep on trading.
- Last transaction stored safely in case of power loss.
- Auto syncs with cloud, low bandwidth connection.

TouchPoint

❝❞ The TouchPoint till is great. We give the staff one very quick lesson and that's it. Everything is so intuitive — they know where everything is!

Helen Bartlett
Manager at The Duck

Business Management & Intelligence

TouchOffice Web can be easily accessed from any laptop, tablet or mobile to make an instant programming change or run a quick, detailed report to give you instant information.

TouchOffice Web

Real-Time Dashboard

- React to situations as they happen.
- Add a promotion if sales are slow.
- Monitor staff activity.
- Detect, monitor and counter fraud.

Run Reports

- Most profitable products & best sellers.
- Analyse sales trends to help you make your next menu.
- Manage payroll with staff time & attendance.
- Find out when your quiet periods are, and the most profitable times of day.
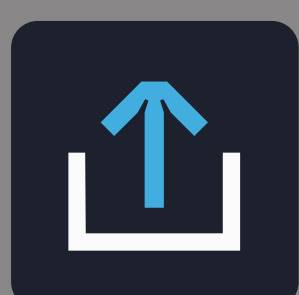
Accounts integration

- Sage, Xero and Quickbooks.
- Save admin time and ensure accuracy.
- Direct link for financial information straight into your accounts packages.

Stock Control

- Perform stock takes with a handheld TouchStock.
- Order stock from suppliers.
- Book in deliveries on arrival.
- Process wastages using TouchStock.

Keep mobile for a better customer experience

PocketTouch are digital handheld order pads for table service. Send orders from the table or queue, straight to the heart of the kitchen or bar while your waiting staff give your customers the excellent service they deserve.

- Seat or table ordering.
- Preset modifiers & text to speed up ordering.
- Staff know when an item is no longer on the menu at time of order.
- Split the bill, and take payment at the table. (selected merchant services).
- Improved communication with no illegible handwriting.
- Orders sent straight to kitchen, staff stay at the table.
- Increaseed speed of service enables higher footall.

PocketTouch

QUEUE BUSTING

Cut down your queues using an extra PocketTouch with contactless card payments.

TouchKitchen

TouchKitchen transforms the way cafe and restaurant food orders are processed. From steak and chips to mushroom risotto, a customer's choice is displayed on a screen in the kitchen, eliminating the need for paper and print-outs.

> " TouchKitchen has eliminated missed orders and made the journey from fryer to plate a breeze. Orders are accurate and thanks to TouchKitchen business at The Jaws is more efficient.

Mr Michaelides
The Jaws Takeaway
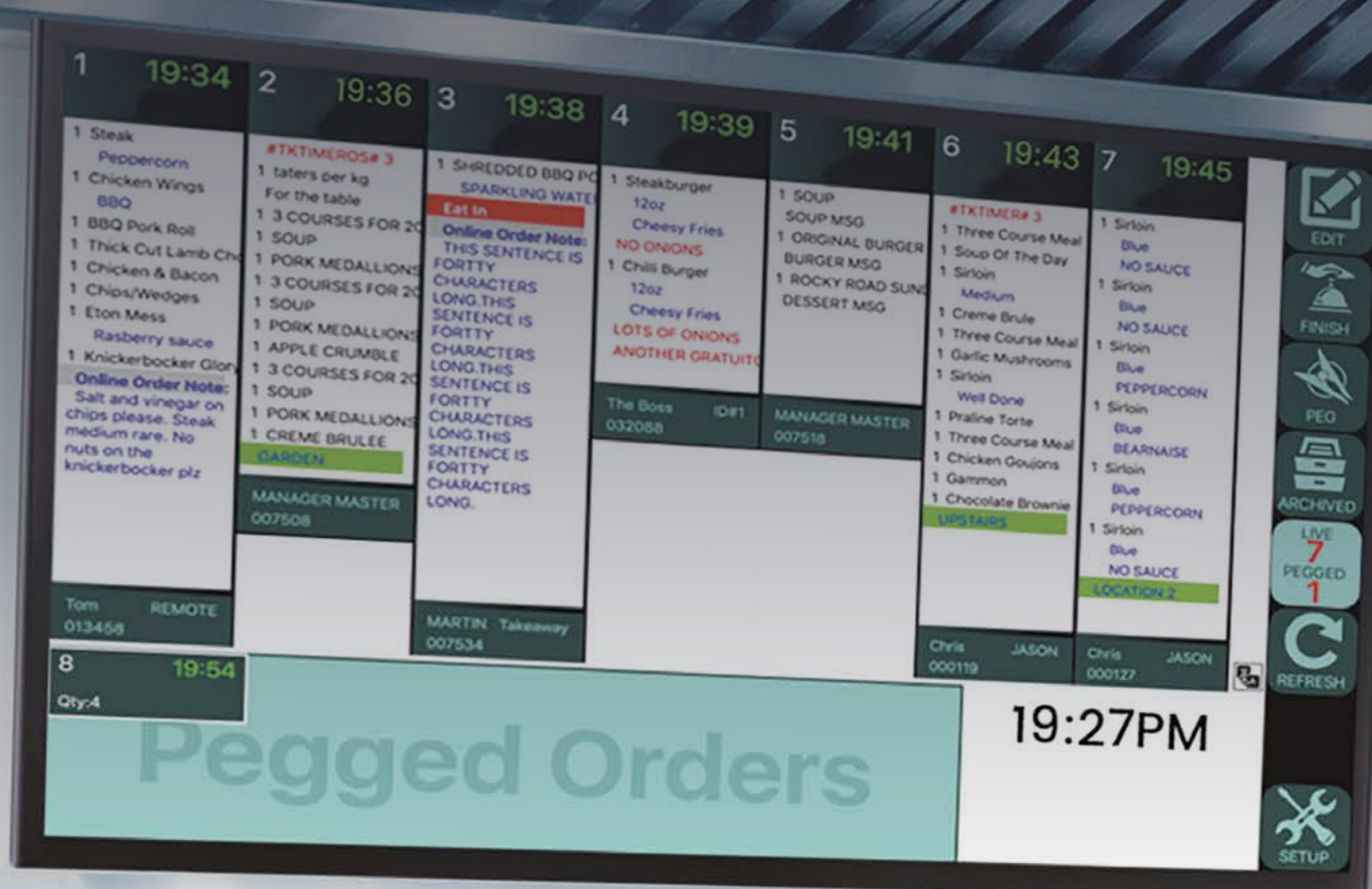
NOW WE'RE COOKING

TouchKitchen receives information directly from TouchPoint or PocketTouch. Chefs don't have to rely on the order being brought to the kitchen, so they can get cooking straight away.

ICRTOUCH

Digital Signage

Virtual signage boards from ICRTouch replace your static signage with attractive and enticing screens that are up-to-date and effectively communicate your brand, products, promotions and upcoming schedule. Digital signage can be used in various ways, from displaying your menu, to customer alerts.

TouchMenu

- Digital menu board with current pricing,
- Specials board with stock availability.
- Advertise & upsell.
- Save money and time on rewriting the menus.

Drinks		Burgers		Rolls	
Coke	£1.00	6oz Steak	£3.75	Pig Roll	£4.75
Diet Coke	£1.00	Ultimate	£4.75	Old Faithful	£3.50
Ginger Beer	£1.00	Veggy	£3.75	Breakfast Roll	£5.00
Tango	£1.00			Hot Dog	£3.75
Water	£1.00			Piri Piri	£3.75
Orange	£1.00				
Rio	£1.00				
Juice	£0.80				
Coffee	£1.50				
Tea	£1.25	**Meal Deals**		**Extras**	
Hot Chocolate	£1.25	Burger	£6.00	Oozy Cheese	£0.25
		Veggie Burger	£6.00	Bacon	£0.50
		Hot Dog	£6.00	Mushrooms	£0.50
		Piri Piri	£6.00	Egg	£0.50
Sides		Old Faithful	£6.00	Extra Burger	£1.50
Rustic Fries	£1.75	Pig Roll	£6.50	Mature cheese	£0.50
Cheesy Fries	£2.25	Ultimate	£6.50	Apple Sauce	£0.00
Chilli Cheese Fries	£3.75	The Big Pig	£6.74	Crackling	£0.00

SPECIALS

Hogs Filled Baguette	£3.50
Hogs Jacket	£2.50
The Big Pig	£5.75

TouchMenu

CollectionPoint

Order 1
Please collect your order

CollectionPoint

- Display in progress orders on a screen or monitors.
- Staff or customers informed when orders become ready.
- Chef can complete orders from the Kitchen, or staff can update the status from the till.

Rear displays

- Advertise products, promotions or upcoming events.
- Visual indicators quickly identify which products contain any of the 14 allergens.

Payments.
As easy as EFT.

Cards are now more popular than cash. For the complete EPoS package, an integrated card payment solution is a must-have addition. We partner with payment providers across the globe to make paying at the TouchPoint till simple.

- Secure card payments.
- Mobile payments.
- Contactless payments.
- Pay at table.

Fast chip & pin transactions are expected by today's customers. Contactless and mobile payment methods help you deal with customer transactions quickly, reducing queuing time. Perfect for busy restaurants, bars, hotels and more.

SelfService

SelfService is the perfect queue-busting solution for a busy restaurant.

The interface is designed to be intuitive to use so that your customer is guided through the order process as quickly and easily as possible.

It delivers a consistent service to every customer and doesn't call in sick at the last minute.

The Duck spreads its wings

with help from ICRTouch

The Duck is a family-run restaurant based in Ryde, Isle of Wight, owned by husband and wife team, Charlie and Helen Bartlett, and Helen explains how ICRTouch helped them start their first restaurant...

From ideas to reality

Charlie has been a chef on the Island since the 1980s and the couple have both worked at other restaurants, so they had experience in the industry. But all along their ambition was to start their own business.

'We found this building, an ideal spot, an amazing location with a great outlook. We wanted to have brilliant food, the best we could make it, somewhere that was relaxed and informal, with good food and service.'

Intuitive and Simple

The couple required a system that was very intuitive and customised to their requirements.

'We wanted our restaurant to be unique and needed something we could easily use, and that could grow with us as we were taught how to add features. The beauty of the whole ICRTouch system is it allows us to do little bits at a time. We can use the system as we want to and it means we don't have to take the whole system in one hit.'

It was important that the EPoS terminals installed at the Duck were easy to use, because Helen was new to some of the technology and wanted to easily train her staff.

'The tills themselves are great. We give the staff one very quick lesson and that's it. Everything is so intuitive, they know where everything is. The software reminds us of little things. We didn't know you couldn't have a receipt until you had paid the bill. Many customers ask for that. That's so useful, because without that we might do something we shouldn't.'

Unexpected benefits

After the ICRTouch system was installed and used for for some time, Helen and Charlie began to find unexpected benefits of the software, which are now invaluable to them in running their business.

'We like the inbuilt loyalty features. Once we see customers that visit us once or twice, we give them a loyalty card, which makes them feel special and they come back more. Gift cards have been a real success for us too. We can just swipe them on the till and load them up with credit.'

'We only have one till downstairs that is often busy taking payments, so our staff use PocketTouch to take orders that get sent to the kitchen. Our customers can be served rapidly, there's no frustration because they get a quick, efficient service.'

'One of our customer's needed an old bill reprinted for accounting purposes. We were able to find that easily with the inbuilt reporting. We don't know what other way we would have been able to do that to be honest. It saved the customer and their accountants hours of work'

Informing Business Decisions

The Duck uses ICRTouch software for the simple things, like calculating what change to give to the customer, to features that help them run their business more efficiently like running reports to help them to know what stock lines to keep.

'Using TouchOffice Web we can pull off a report of the top selling 100 items to see what has sold well to discover what's a good seller – we're often surprised! We can then lose an item from our next menu, or change it. We freshen-up our menus every two to three months and use the reporting as a basis to start designing a new menu.'

'We use the time and attendance reports all the time. We started off paying our staff weekly because it was the only way I would have been able to keep up with it on paper, but now, with the ICRTouch system we can do it monthly — that's absolutely brilliant. With the time adjustment feature we can adjust times if staff forget to clock in and out, so it's accurate, great for me and my staff. It saves me a massive amount of time and my accountant really likes it. Also, the staff really benefit from the till clocking-in too because it's really accurate. They get paid for when they are here working, which is really fair. We had an employee saying they'd not been paid enough. We were able to run off a report of their time sheet, so we had all the data to prove we were correct.'

'The ability to add note lists on TouchPoint and PocketTouch is really useful for recording allergies, like gluten and dairy free, and printing it for the kitchen. We fulfil regulatory requirements and keep our customers safe.'

THE SUCCESS STORY CONTINUES

'We have now created an ice cream parlour in the upstairs restaurant with a new TouchPoint till, and integrated into the downstairs system so we can cash-up both tills in one. We needed the separation of working out if the ice cream part of the business was successful compared to the restaurant. Staff now use PocketTouch more when the till in the bar is busy upstairs. In In the future we plan to install a screen upstairs to display digital menus with TouchMenu and get TouchKitchen, so that orders can be updated in the kitchen instead of simply printed.'

Meet the ICRTouch Family...

TouchPoint
Robust, secure and easy-to-use EPoS till

CollectionPoint
Queue-based, customer order progress notification.

TouchOffice Web
Powerful, cloud-based, business management and reporting.

TouchLoyalty
Customer loyalty and reward management.

PocketTouch
Handheld food and drink ordering at the table.

TouchReservation
Table reservation booking for the customer.

TouchKitchen
Paper-free order display and tracking for the kitchen.

TouchMenu
Virtual, changeable menu display board.

TouchTakeaway
Online takeaway ordering via a website.

SelfService
Interactive order point software.

ICRTOUCH