



Select Service Partner chooses MCR Systems to provide EPOS

The TX-850 Touch Screen terminal met the requirements of SSP due to its compact design, robustness and ease of use.

The Requirement

Select Service Partner is part of Compass Group, operating within the travel, retail and leisure sector, providing well known brands such as Burger King and Upper Crust to over 50 airports and 180 railway stations.



MCR Systems was invited to present its range of products and services to Select Service Partner, who were looking for a robust solution for the railway stations, which could centrally manage and control the various brands that they operate.

The Solution

The Uniwell TX-850 was soon identified as the robust yet flexible Touch Screen POS solution to use at the sites. After a specification document was compiled, a system was installed at the Pumpkin unit at Slough railway station. This was a huge success and as a result, eight further systems were soon installed across different brands, at stations throughout the United Kingdom.

Matthew Rea, Systems Director from Select Service Partner says,

'Uniwell offered a unique solution by embracing the features normally associated with a PC based POS in a firmware solution with all its associated benefits of high reliability and low running costs.'

He continues,

'The Uniwell TX850 offered us a good fit solution. It has enabled us to achieve a uniform approach to both managing POS and analysing our journal data at a very effective cost. MCR performed an excellent job in deploying the hardware and tailoring the central software to fit our exact requirements.'

To run in conjunction with these installations, a second specification document was drawn up to ensure the Head Office software had sufficient database capability to manage 500 POS, and provided multi user access which was critical for maintaining the various brands and regional variations. Secondly, a user-defined schedule of times for communicating to the units was required, to ensure efficient collection of data and downloading of updates such as product and price changes.

Compass Group carried out independent and rigorous testing of the software, following which, an order was placed by Select Service Partner for a further 250 POS.

'The roll-out of the hardware was completed by MCR with minimum disruption to the units and they provided the flexibility to respond to those short notice changes of schedules that occur in the environment of an ever changing estate. There has been a lot of positive feedback from the units in relation to both the installations & the training.' says Jonathon Watts, Compass Project Manager.

"The excellent relationship Compass has with MCR has also enabled us to tailor the centrally controlled management & polling software to meet our needs. The result is an efficient & effective system that is relatively simple to operate & maintain."



Conclusion

Commencing in October 2002, the four month roll-out was implemented by an efficient MCR Systems deployment team, adept in the installation of such technology and the related project management, staff training and after sales support.

SSP has successfully integrated its own Data Warehouse software to interpret the electronic journal data collected from the POS, producing critical reports to the business and providing improved fraud analysis.





Quadrant's Experience

Just over three years ago, Royal Mail made a substantial investment in EPOS technology to enable Quadrant to improve its control over sales and consistency of pricing.

Following an extensive testing and evaluation period, the Uniwell range of POS terminals was selected to replace Quadrant's existing ageing Sharp tills.

At the same time, in order to capitalise on the latest EPOS functionality, Quadrant and Royal Mail also invested in software development and the provision of POS networks linked back to the Lynx Premier back office system.

This enabled Quadrant to capture detailed unit EPOS data centrally and also speed up the process of till programming in Quadrant's catering units. It also meant that, for the first time, a consistent pricing policy could be fairly and effectively enforced at all Royal Mail Sites using standard, centrally defined configuration files. Service and pricing planning within Quadrant is now better informed based on item sales data collected daily from over 100 units across the country.

Unit managers also have a much better appreciation of their best sellers, when peak sales periods are during a day, average spend and transaction information. Item level product information enables them to improve production planning thus reducing wastage and to track the success of product promotions and new services.



Stephen Grosvenor has managed the EPOS project for Quadrant Catering and says,

'Since the implementation of the new systems, Quadrant has increased its margins significantly. The new EPOS systems have proved robust and cost effective to run. Full service back-up is provided by MCR Systems who provided the systems and the people to assist in the deployment.'

Quadrant is continuing to develop its use of EPOS and is planning to implement a data warehouse approach which would allow its Operations Managers to access EPOS performance data via the company intranet. This will allow managers to evaluate performance by region, unit, brand or service and will prove invaluable in the search to understand customers' needs and to design new and cost effective ways of meeting them.

In addition MCR Systems work with other divisions within Compass Group.

Projects include

- A major roll-out of the TX850 Touch Screen system to the Harry Ramsden's Locals, and more recently installations for Harry Ramsden's Express and Harry Ramsden's Restaurants. All sites are centrally managed and controlled.
- High profile installations for Eurest within the business and industry sector



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