



DEV GUY

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- Websites
- Booking Systems
- Online Stores
- Electronic Points of Sale (EPOS)
- Consultancy

www.devguy.co.uk



Hospitality



Our customers love us!



Trustpilot

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Businesses in your sector

Epos Now was founded on the belief that all businesses, regardless of their size, can leverage the power of cloud technology to streamline business operations. Our award-winning systems have been affording hospitality businesses increased profitability, reduced costs and peace of mind since start-up in 2011.

We serve over 50 industries, with a history of success within the hospitality sector. Our customers range from independent cafés and bars to multi-site restaurants and hotel franchises, up to national stadiums with 100+ systems. Our comprehensive Athena software is engineered to meet the demands of the industry, improving service speeds and benefiting the customer experience.



Simple to use

Our system is so intuitive that a staff member can be fully trained in **15 minutes or less**, allowing you to control your business without compromising quality or speed of service. Our system delivers fast-close tender keys, rapid reordering functions and quick tab-to-table order transfers. It will also ensure every item is sold at the correct price. Your staff will stop charging the wrong price (and/or stop guessing), and you can change those prices easily. Staff members can quickly switch between orders and may even be prompted to upsell and cross-sell with the inclusion of popup notes.



Users report a **30% speed increase**



10% saving for reduction in human error



Staff are trained in **15 minutes**



Advanced table plans

Our advanced table management system is completely customisable to your floor plan, ensuring better customer service and staff productivity. Even if tables or chairs need to be moved around, changes can be made to the floor plan instantaneously using the drag and drop functionality. This eases the job for hosts, servers, and managers and allows them to focus on what matters most - the customers.

You can even split or transfer the bill between tables. Reservations can quickly be allocated to ensure no double bookings and the number of covers and bill amount per table can be seamlessly recorded for reporting purposes. Our system can even integrate with your website's booking system and mobile booking apps.



- Track the number of covers and time-at-table
- Synchronise data in real-time across all devices and tablets
- Easily split and merge bills in seconds
- Report on revenue per table

Cloud technology

Cloud technology is providing hospitality business owners with more flexibility in how they run their businesses. The rise of mobile working means you can access your data, anytime, anywhere or any device, allowing you to run your business from your back pocket.

Cloud technology is the perfect partner to a growing business, affording you optimum scalability and protection for your data. The cloud also eliminates costly software upgrades and means your system will automatically be updated with every release. You'll always have the most up to date software, without the additional price tag.



Flexibility

You're no longer chained to the system. Work between premises, from home or holiday!



Scalability

Whether you have 1 or 100 systems, control all business data from your back office interface.



Security

Even if your hardware is corrupted or stolen, your data is safe in the cloud.

Remote service

Using a combination of kitchen/bar printers and handheld ordering tablets speeds up service and increases staff productivity. Save your staff from having to waste time going back and forth to a fixed terminal, improve your operations by taking orders tableside and more accurately record orders and seat numbers. You can also manage functions such as stock takes on the go.

Staff can explain menu items and promotions, and with access to specials and ingredients, can provide instant answers to customer enquiries. This can significantly boost customer satisfaction and enable staff to upsell and cross-sell in the moment, rather than wasting that time running back and forth to the kitchen or bar.



Remote management

You can access your entire system securely on any device, from anywhere in the world. From here, it's possible to monitor security, access accounting information, change pricing or run any kind of report. Just type your username and password into the online portal on your device to check how your business is performing, even when you're on holiday or out of the office.



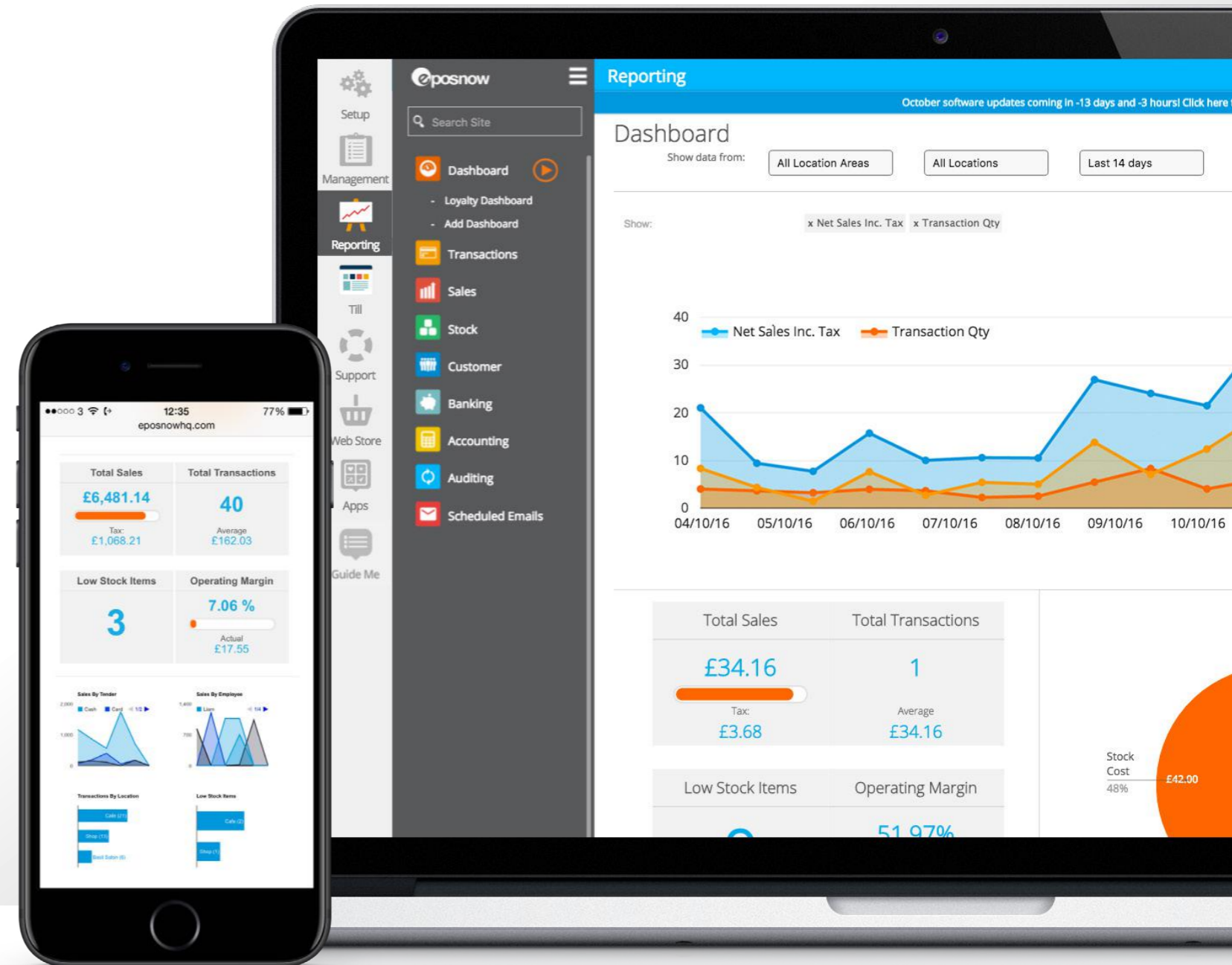
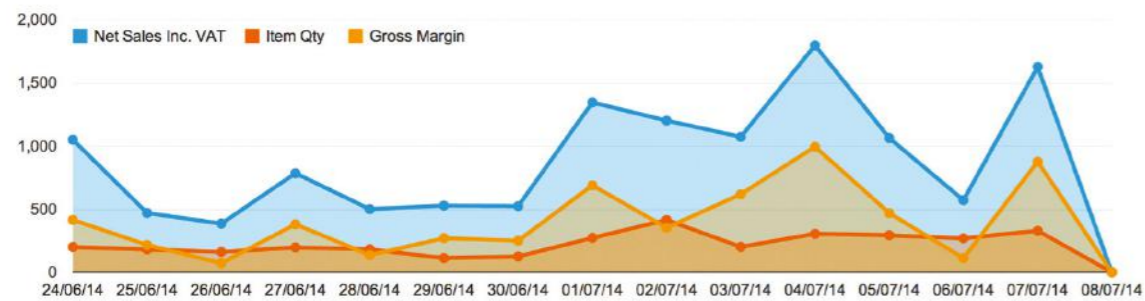
“ Athena is the culmination of two years of research and development. We’ve analysed over 100 million customer interactions with our platform to ensure that Athena cuts the average transaction time in half. ”

Jacyn Heavens, CEO & Founder

Customisable dashboards

Access customisable dashboards to get an instant overview of your business and receive real time product, sales and employee information on any device. Dashboard options include profitability, revenue, staff or product analysis by individual location, employee or across the whole business. Create custom dashboards to show the KPIs that matter most to you.

Instant access to sales data & best selling products





Stock control



Stock takes can be performed in minutes rather than hours with the inbuilt stock control module. Any stock variances can then be instantly highlighted with intelligent reporting. For example, if you use multiple ingredients to create dishes or various liquors to mix cocktails, the system will work out how much of the pound of beef or bottle of vodka you should have remaining.

Automated stock alerts can be set up via email to warn you when you're running low on fast-selling items. You can also be sure that cashflow tied up in stock is kept to a minimum. The system will compile purchase orders for your suppliers with all required stock, saving you hours of paperwork. If your business has multiple locations, the system can also give you insights into stock levels per location and drastically reduce the hassle of moving stock.

Employee management and security

Our systems drastically cut down on shrinkage, waste and misuse by employees.

A detailed record of all transactions is logged on the system. Not only can staff be given the option to sign in with pin codes or swipe cards, but they can also be allocated permissions and access rights. This limits certain actions such as refunds, no-sales, voids and discounts.





Sales reporting



Run powerful sales reports from anywhere and on any device, helping you cut operational costs and highlight areas to increase profit. Detailed sales reports make it much easier for you to keep the right stock on hand. By using historical data, you can also better forecast your future.

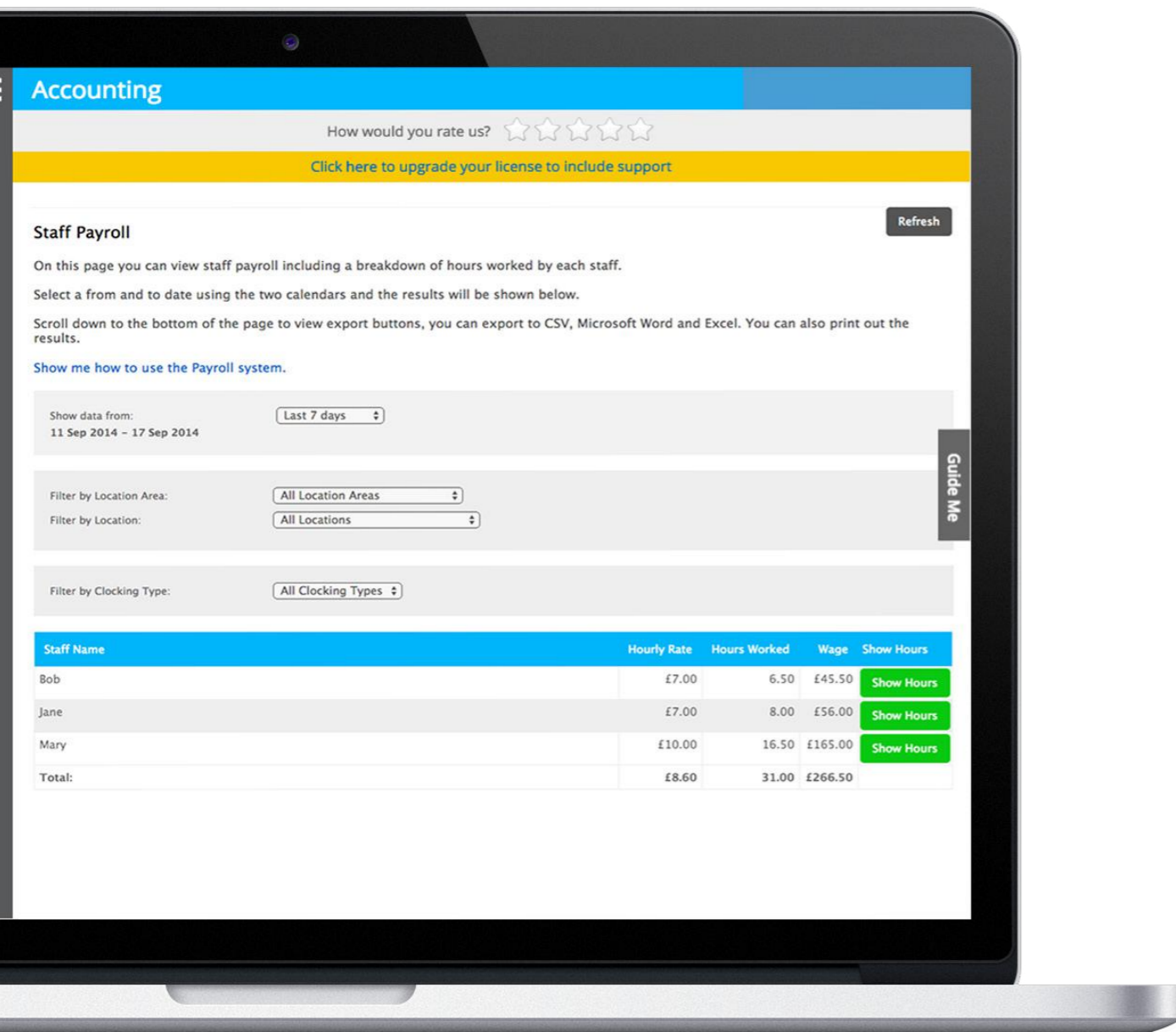
Detailed sales data by item allows you to quickly validate actual stock against expected inventory levels and pinpoint potential areas of waste. Also, clear inventory information helps make purchasing requirements more accurate – not based on past experience or estimates.

By reviewing detailed sales reports, you can focus on selling higher margin items and boost the sales of high profit items. You can also use employee reports to analyse your top-selling staff, pick up their best practices and roll out these out to the rest of the team.

Accurate end of day



At any point our system can tell you how much of a particular product you have sold that hour, day, week or month, and exactly how much money you have in your cash drawer. A simple report can be run from any till point, home or head office and will summarise takings by both individual till point, till group or location. The end of day will effortlessly differentiate between wet and dry categories, while tender types aid reporting and accounting. The system even offers a 'Blind End of Day' function to further reduce the chance of fraud and shrinkage.



Accounting and payroll

Our inbuilt accounting module will not only run your quarterly and end of year tax and VAT returns, but can calculate your profit, loss and operating margin in real time. This can be viewed daily, weekly, monthly, yearly or over a custom time frame.

Another great feature is the clocking in/out function. This not only logs the exact hours each member of staff works, but calculates their gross pay.

Epos Now is also fully integrated with the leading accounting packages, including Sage and Xero. All sales, stock and product data automatically synchronises across each device, saving you time and ensuring complete accuracy.



Effortless product management

Easily add, edit and remove products from any location or device. New dishes, drinks or price changes can be made in seconds no matter where you are.

For instance, multiple choice popup notes can be added to specific products that require different cooking instructions. This will prompt staff to confirm the customer's choice before the order is processed.



Build customer loyalty

The built-in Customer Relationship Management (CRM) system will automatically record all of your customer data to use for future marketing and loyalty purposes. Using predefined, customised reports, you can analyse customer behaviour to help encourage repeat business.

Loyalty cards can be issued for customers to earn points and redeem special offers or membership discounts. Customers can even be allocated tabs or credit to encourage return visits. You will also have the ability to schedule promotions according to day of the week and hour of the day, attracting more customers and increased sales.

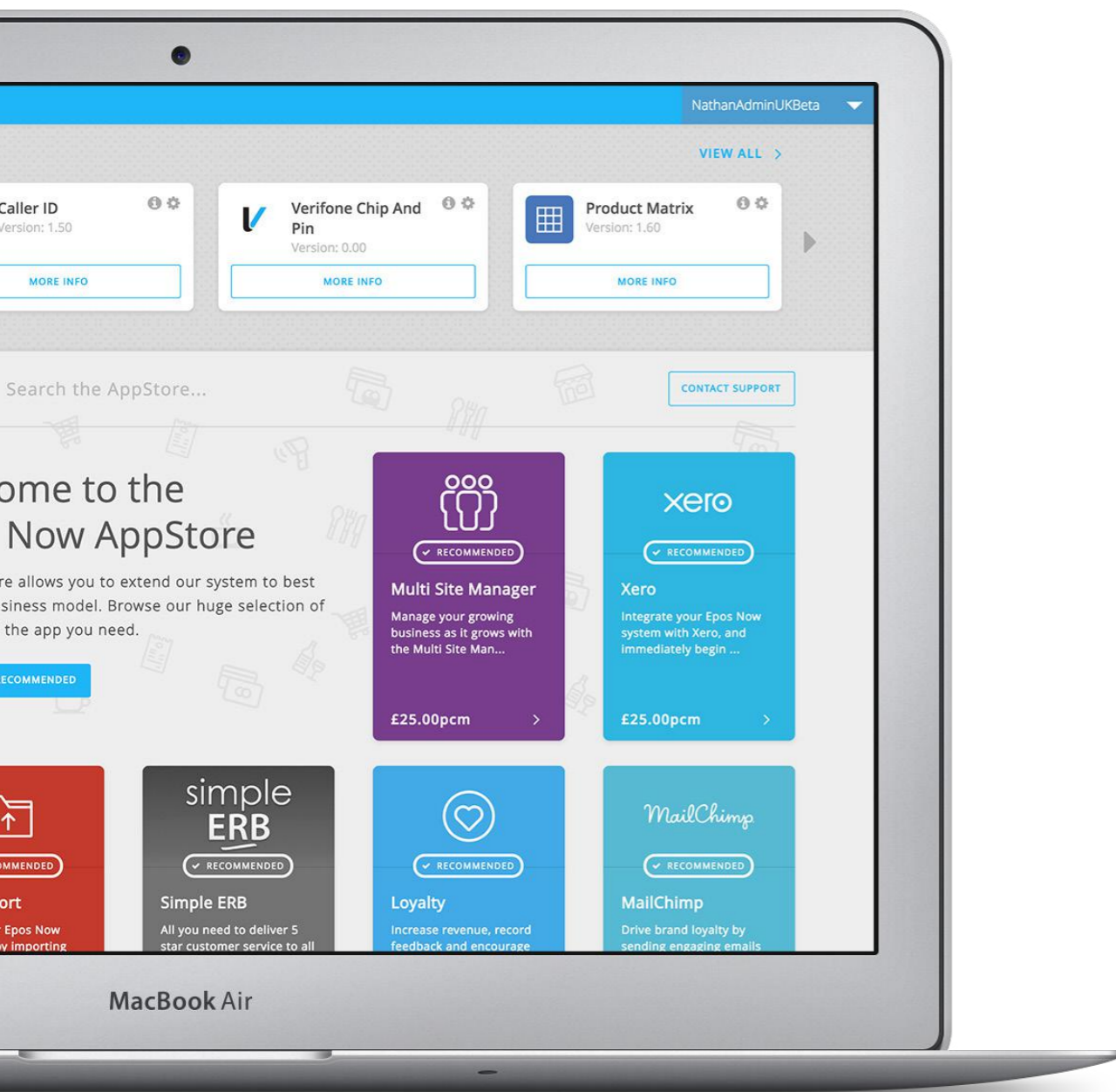
Our systems can integrate with preferred third party loyalty platforms, such as Mailchimp. This gives you the ability to create marketing lists that will mail shoot special offers to your entire customer base.

What's more, our system has a feature which emails customers their receipt and asks them to rate your level of service after a sale. This gives you an indication of where your strengths and weaknesses are in relation to customer service. Happy customers can then be encouraged to leave online reviews, generating even more business.



“ Brilliant till system and so easy to use! I am somewhat a technophobe, but this system is easy to use... looks great and Epos Now were brilliant in teaching me how to use it. Highly recommended system and I'm so glad I've invested in one for my new business! ”

Danielle Pearce, Brown Bear Coffee & Home



AppStore

The Epos Now AppStore allows you to create a bespoke EPOS experience that's tailored to meet your needs. You will find a vast selection of apps that promise to extend the functionality of your EPOS system, streamlining processes and helping to scale your business. Many integrations are even offered free of charge.

You will find apps created by our in-house software team, as well as third-party certified developers. Some apps are standalone and extend the functionality of the system for all aspects of your business, such as customer loyalty, accounting, payroll, stock control and reporting. Additionally, the AppStore includes many integrations with web services you already use, including Zapper mobile payments, Caterbook hotel PMS, Appointedd online booking, Zapier and Mailchimp.

We are adding new apps every month. This coupled with our constant platform updates means you always stay one step ahead of the competition.



Chip & Pin Integration

Epos Now has partnered with a selection of payment providers. This makes it easier than ever before to take card payments by connecting your card machine directly to your Epos Now system.



Cash up in minutes

There is no need to check figures against end of day reports, as reconciliation is fully automated.



Protect your profits

Automatic settlement allows you to monitor every transaction.



Remove human error

There's no chance of mistakes as the terminal communicates with your Epos Now system and knows the exact amount every time.



Access to transaction reports

Access transactional information online and gain a detailed overview of sales.



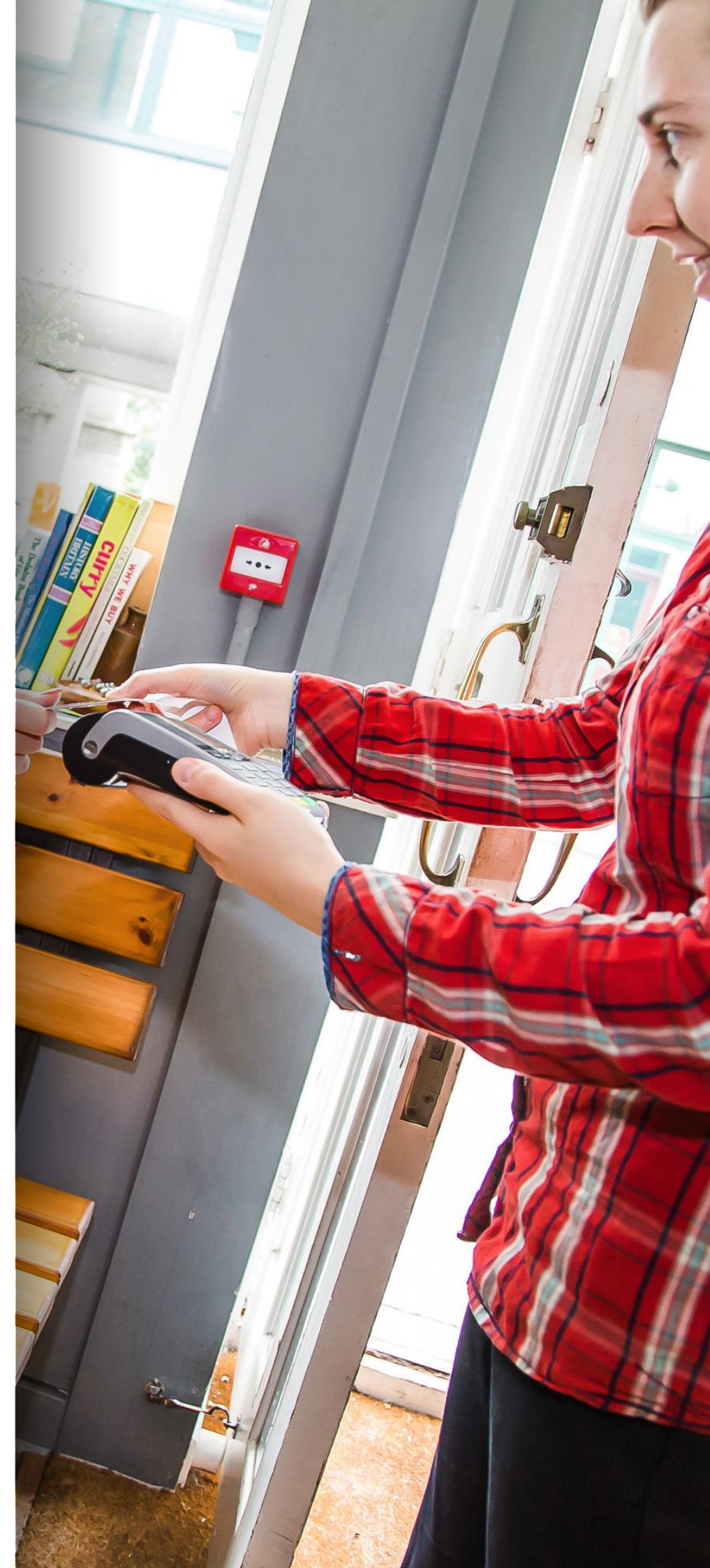
Improve customer experience

Ensure payments are processed quickly to improve customer experience and cut queue times.



Close table from card machine

This revolutionary service allows you to print, split or close a bill directly from the card machine. Epos Now systems prevent staff running back and forth from table to till with receipts print directly from the card terminal.



We're partnered with the leading payment providers

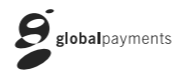


iZettle®

Verifone®

payment sense.

worldpay



plus many more

Caller ID Integration

Process orders quickly and accurately using Caller ID and postcode look-up. We have developed an innovative way of integrating your phone line into your EPOS system to increase customer loyalty, save time and boost revenue.



Speed up service

Speedy service allows you to boost customer loyalty, order numbers and revenue while reducing both kitchen load and staffing requirements.

- Inbound calls automatically pull up your customer's account, including order history, spend, dietary requirements and a summary of the last conversation.
- Full address/postcode integration with Google Maps means printable directions are readily available.
- Send orders directly to kitchen printer or delivery driver.



Boost customer loyalty

Provide a better service than your competitors, increase repeat orders and reward high value customers.

- You know who is calling before you answer, so you have more time to prepare.
- Instantly look up order history to repeat, ask for feedback on previous orders or offer similar items.
- Easily highlight high value customers to offer better service, more delivery options or loyalty rewards.



Eliminate errors & increase security

Eliminate wastage, cold food and wrong orders.

- Phone number popup and postcode/address. Integration by Google Maps means you get exact information every time.
- Record false callers and missed deliveries to eliminate fraud and wastage.



Boost revenue

Caller ID helps you reduce costs and generate more sales.

- Review and return missed calls to pick up more sales.
- Track and look after high spending customers.
- Integrate caller ID with promotions or loyalty schemes.
- Reduce resources and staffing and be able to process more orders in less time.

“ Fantastic customer service! A great attitude towards us as customers, a feeling of wanting to work with us to help with our issues. Gave honest answers, didn't make things up if they didn't know but made notes to find out and come back to us. ”

Rob Howard, Youth Hostel Association

The Epos Now Complete Solution

All for just £1199

Pay upfront or spread the cost monthly. We provide everything you need to trade with no hidden costs. Perfect for bars, restaurants, cafes, nightclubs, hotels and B&Bs.

What you get:

- Epos Now Pro-C15 terminal (2018 model, including water resistant touch screen and solid state drive)
- Epos Now Hospitality Software
- 80mm Epos Now Pro Receipt Printer
- High quality all-metal cash drawer
- 12 month warranty
- Installation, configuration and training



Full Tablet Solution

All for just **£549**

Pay upfront or spread the cost monthly. We provide everything you need to trade with no hidden costs. Perfect for bars, restaurants, cafes, nightclubs, hotels and B&Bs.

What you get:

- Apple iPad Air or Android (optional)
- Heckler secure iPad POS stand
- 80mm Ethernet Receipt Printer
- Secure all-metal cashdrawer
- iZettle Chip & Pin terminal with Heckler stand (optional)
- First month's Epos Now software
- Installation, configuration and training



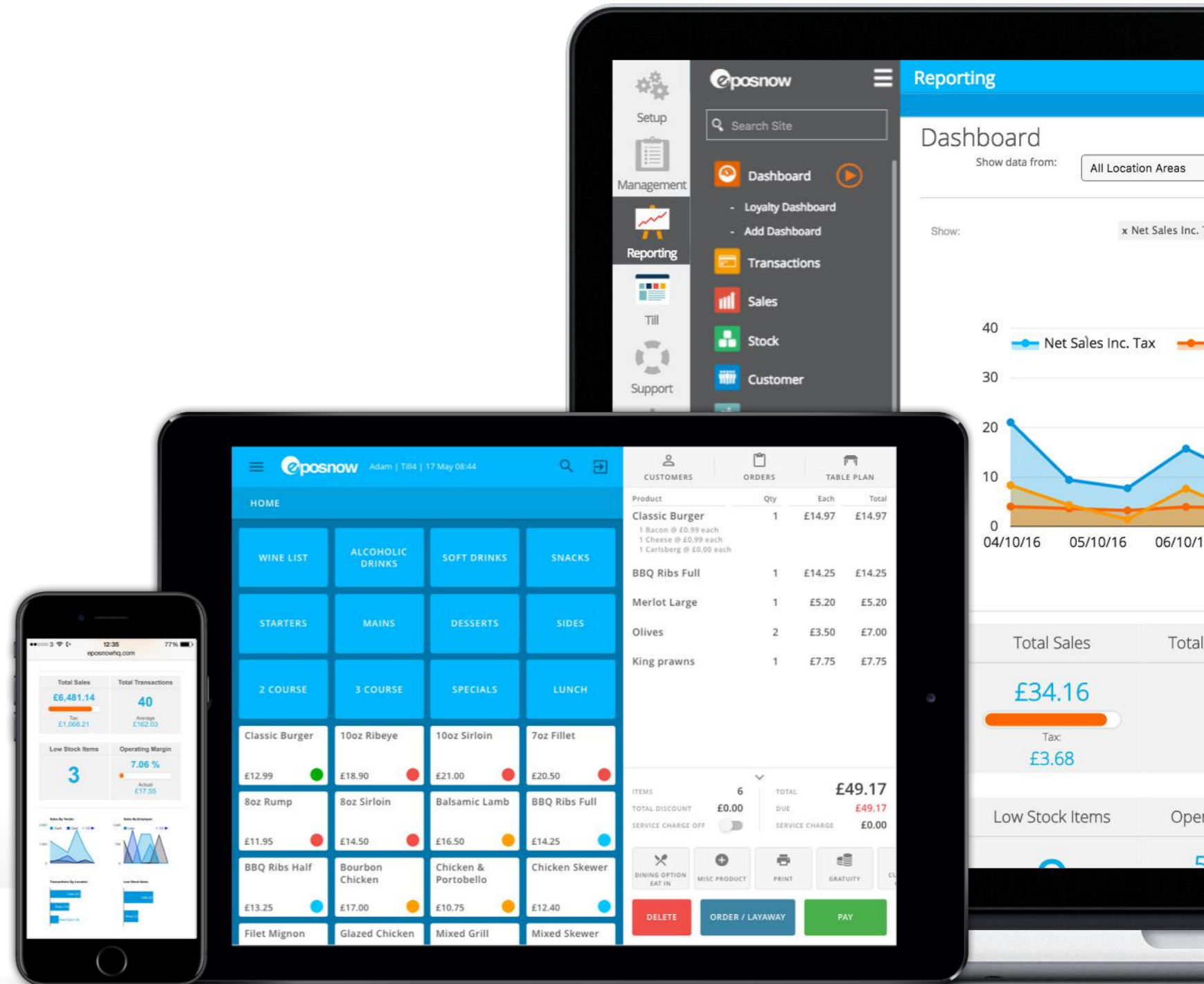
Software Only Solution

All for just **£499**
or from **£25** a month

Pay upfront or spread the cost monthly. We provide everything you need to trade with no hidden costs. Perfect for bars, restaurants, cafes, nightclubs, hotels and B&Bs.

What you get:

- Epos Now Hospitality Software License
- Configuration and installation



Additional Hardware



Pro USB Thermal Receipt Printer

The Epos Now USB receipt printer accepts any standard 80mm till roll, and will deliver high resolution receipts quickly. Using the latest thermal technology it does not require replacement ribbons or ink, and is built to cope with busy retail and hospitality environments.

£129.00 Excl. VAT



Pro Ethernet 80mm Thermal Order Printer

The Epos Now Pro Order Printer minimises human error by allowing you to print orders from your EPoS system directly to your bar and kitchen.

£249.00 Excl. VAT



Bixolon DX220 Barcode Printer

Save yourself time and money by using this thermal printer that prints using heat and requires no ink. Customise and print high quality barcodes and labels directly from Epos Now software.

£249.00 Excl. VAT



Pro Customer Display Pole

The Pro Customer Display Pole is perfect for noisy environments (like bars and nightclubs) where customers can't easily hear staff.

£89.99 Excl. VAT



8-inch Customer Video Display

Boost your business with the 8-inch Customer Video Display. Drive product sales by clearly displaying offers and promotions at the till point or publicise your brand by featuring your company logo, images or videos.

£299.99 Excl. VAT

Additional Hardware



Pro Cash Drawer

The Pro Cash Drawer is engineered entirely out of metal to ensure your cash is kept secure at all times and can easily be connected to any standard POS printer.

£49.00 Excl. VAT



Pro USB Barcode Scanner

Speed up transactions and avoid human errors in every retail or hospitality environment. The USB Barcode Scanner is plug and play and allows for quick scanning, even with poor or damaged barcodes.

£49.00 Excl. VAT



Pro Wireless Barcode Scanner

Easily scan all standard 1D barcodes. This wireless scanner is perfect for scanning items or products that are out of reach of the main system or that are awkwardly placed.

£177.00 Excl. VAT



Socket Mobile 7Ci Barcode Scanner

Speed up transactions, accurately keep track of stock and cut down on human error with the Socket Mobile 7Ci. Easily scan all standard 1D/linear and stacked barcodes with this portable barcode scanner that is small, lightweight, and comfortable to hold.

£179.00 Excl. VAT



Avery Berkel Scales FX120

Accurately sell items by weight, whilst speeding up transactions. Increase your revenue and reduce waste by integrating Avery Berkel scales with Epos Now software.

489.00 Excl. VAT

Additional Accessories



Pro Till Roll

Our premium quality till rolls are designed for thermal receipt printing and are the perfect size for the Epos Now receipt printers, as well as most standard 80mm receipt printers.

£24.98 Excl. VAT



Barcode Labels

Premium quality barcode labels for high resolution printing on all thermal barcode printers. Designed to be the perfect size for the Epos Now Barcode Printing App.

£24.98 Excl. VAT



Staff Swipe Cards

Increase your security and transaction speed by allowing your staff to swipe to access the system, whilst decreasing admin by having your staff swipe to clock in and out of their shifts.

£39.00 Excl. VAT




Pro Magnetic Swipe Card Reader

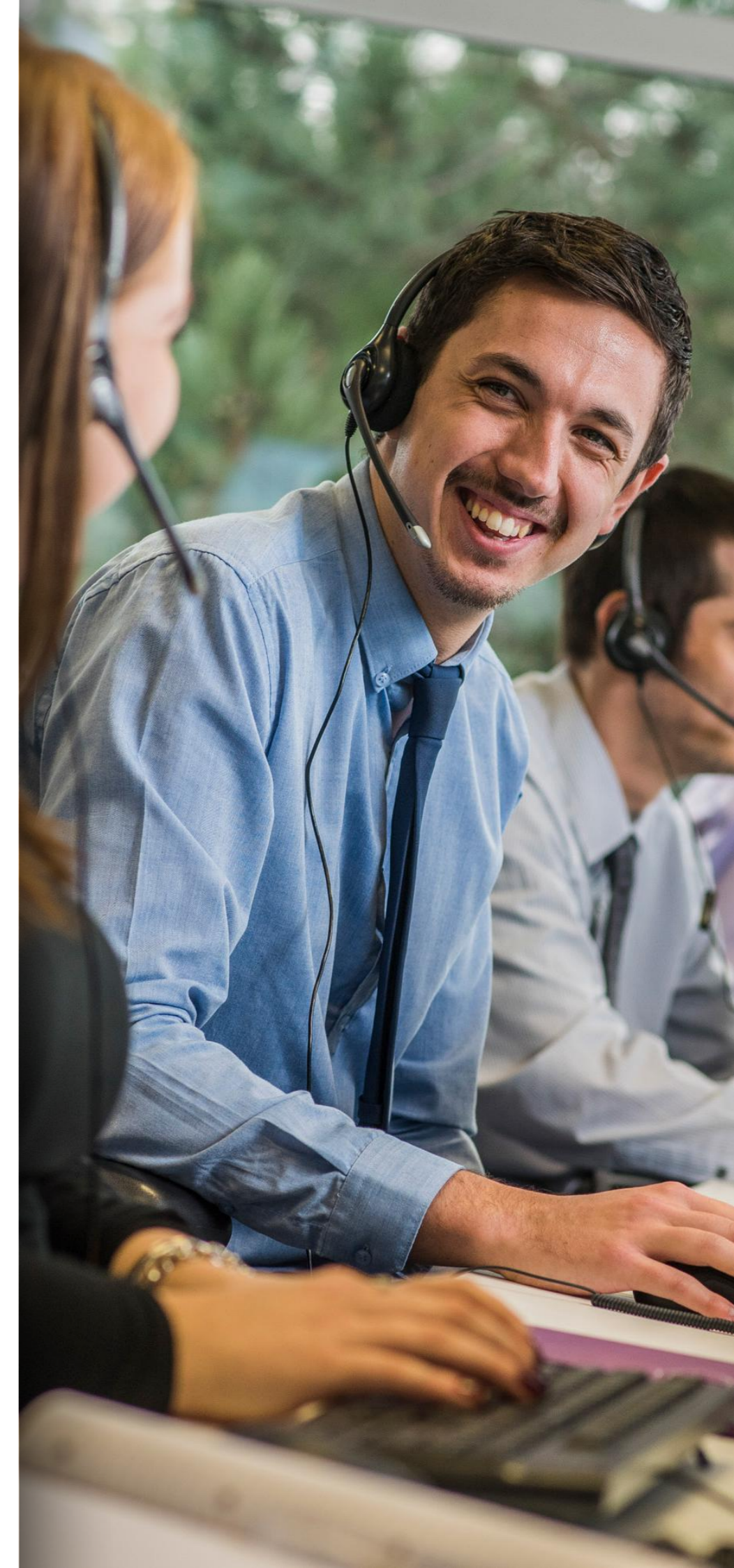
Improve productivity of staff and the security of your business by allowing your staff to use a swipe card to log in. Enable your terminal to read and process staff cards, loyalty cards and gift cards with a single swipe.

£39.00 Excl. VAT

Support & training

	Basic annual license	Standard Support 	Premium Support
	Included	£25 per device <small>PLUS £15 per additional device</small>	£35 per device <small>PLUS £25 per additional device</small>
Free software updates	✓	✓	✓
12 Month warranty on all new hardware	✓	✓	✓
Next day hardware replacement service before 3pm* (*Hardware within warranty)	✗	✓	✓
Online back up and financial encryption	✓	✓	✓
Telephone based 1-1 training and coaching	✓	✓	✓
Live chat available in the Back Office	✗	✓	✓
Monday - Friday 9am-6pm & Saturday 9am-5pm	✗	✓	✓
24/7 coverage	✗	✗	✓
Telephone and remote access support	✗	✓	✓
Ongoing training for staff members	✗	✓	✓
Unlimited cloud storage	✓	✓	✓
£175 annual license renewal included	✗	✓	✓

Additional charges apply for multiple locations. Please contact one of our EPOS specialists to find out more.



About Epos Now

Epos Now is an award-winning point of sale software and hardware provider, committed to providing industry-leading technology to SMEs in the retail and hospitality sectors. Creator of the UK's first POS AppStore and winner of the Queen's Award for Innovation, Epos Now products are customer-centric by design, empowering entrepreneurs to run their business more effectively.

Founded by Jacyn Heavens in 2011, Epos Now was established in a room above his bar when he struggled to find an affordable and insightful EPOS solution to help him run his business profitably. Today, Epos Now has over 30,000 customers in 109 countries and continues to create pioneering EPOS products that add value to the lives and businesses of business owners worldwide.

“ I started Epos Now because I was a frustrated business owner. It's just not enough for EPOS systems to accept transactions, deliver receipts, create reports and be ludicrously expensive. They should be affordable, make life easier, make your customers happier and be accessible from anywhere. ”

Jacyn Heavens, CEO & Founder



Our Awards

50 Technology **Fast 50**
2016 UK **WINNER**
Deloitte.

500 Technology **Fast 500**
2016 EMEA **WINNER**
Deloitte.

 **UK CUSTOMER**
EXPERIENCE AWARDS **2016**
WINNER



2016 GOLD
STEVIE® WINNER
INTERNATIONAL BUSINESS AWARDS



**European**
Business
Awards™

 **BOC BRILLIANCE**
AWARDS 2016
ENTREPRENEUR OF THE YEAR



FUTURE
FIFTY 

Eastern Daily Press
BUSINESS AWARDS 16
WINNER
love every drop
anglianwater

 **UK BUSINESS**
AWARDS 2016
SILVER AWARD



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