HOW-TO GUIDE

Resilience in the 2020s—advanced restaurant and food services point of sale

Restaurant and food services POS

Creating operational unity and omni-channel functionality

A dynamic point of sale (POS) solution is the hub of restaurant and food services operations, essential to defining the guest experience both now and as the industry evolves in the 2020s. Restaurant POS solutions must be adaptive to meet the demands of the time. Isolated on-premises systems make that harder to do. That's why leading restaurants and managed food service companies are switching to the cloud.

How do cloud-based POS solutions give organizations the agility and scalability to adapt to new ways of doing business so they can meet current challenges and prepare for future ones?

The cloud makes it easy for organizations with multiple locations to unify operations into a single data ecosystem, especially in regards to rolling out new versions of software, new features, configurations, adjustments, and improvements. This makes a big difference when analyzing sales data, formulating strategy around sales data, and quickly rolling out a company-wide strategy. The cloud also helps to standardize operations in any location or concept, helping to ensure high-quality guest experiences.

This guide outlines the key benefits that make cloud point of sale solutions essential to staying resilient in a changing restaurant and food services industry landscape.

Easily support mobile ordering

Cloud-based restaurant point of sale solutions are designed to be adaptive, so they can be what they need to be as new technologies and channels to market emerge. In today's marketplace, that means supporting mobile-based ordering whether owned or integrated with a third-party provider. When restrictions to in-store traffic volumes is a clear mandate, advanced cloud POS more easily enables restaurants and food services companies to create business continuity via mobile and curbside ordering during disruptive times.

Deliver omni-channel services and functionality

The modern guest experience is multifaceted. Thanks to expansive and emerging technology, guests can manage their orders by themselves, whether it's via mobile, regularly cleaned and maintained in-store self-serve kiosks, or on the patio while service staff take food orders using tablet-based POS terminals. A cloud-based POS solution supports them all and consolidates the data to give organizations a complete picture of every transaction, no matter how or where they're made.

Increase company-wide intelligence

The cloud infrastructure that supports POS solutions relies on mobile and web-based technology and processes. With the cloud, operations, IT, revenue and financials, and other teams can manage tasks and workflows wherever they are—on site or on the go. Access to current business data and easily accessible sales data via cloud-based POS creates increased intelligence, greater agility and alignment on strategy, and more timely action—across the organization. That makes all the difference to meeting challenges, adapting quickly, and gathering competitive momentum to stay ahead of the curve.

Cloud-based restaurant POS advantages— a selected list

- Instant software updates to multiple locations simultaneously

- Easier menu control and reporting across all properties

- Straightforward integrations with other systems, including mobile ordering, meal plans, and more

- Fewer requirements for on-site troubleshooting, like remote support

- Lower cost of ownership

Concentrate on the guest experience, not technical maintenance

A cloud-based restaurant point of sale solution simplifies the support quotient needed for operational systems and allows your organization to focus more on the key mission of restaurants and food services—creating a superior guest experience in all circumstances. In the cloud, SaaS partnerships mean company-wide technical support to all locations, day and night, with remote implementations, regular software updates, greater security, and easier and lower-cost maintenance.

Restaurant and food services point of sale for the 2020s and beyond

Today's industry leaders know that flexibility, operational unity, and strategic action informed by data are vital as restaurant and food services businesses adjust to new conditions and new challenges. Cloud-based point of sale serves as the hub for restaurants and food services, making it one of the key factors in creating and maintaining greater resilience into the 2020s.

Cloud POS for restaurants provides key functionality to meet today's challenges. It also provides a scalable platform for building greater resilience in the future. What are some of the essential industry trends, approaches, technologies that are also affecting how businesses will meet upcoming challenges?

Download your copy of our resource created for restaurants and food services organizations, exploring ways to stay resilient in the next era of the industry.

Infor® POS

- Cloud-based point of sale designed to scale with existing and emerging restaurant and food services industry technology

- Multi-tenant and secure cloud architecture, partnered with Amazon Web Services® (AWS®)

- Powerful and above location menu management and custom configuration functionality to standardize services in every location simultaneously

- Seamless integrations via API to food ordering apps, payment technology providers, loyalty programs, meal plans, KDS, digital display, and more

- Centralized data collection, management, web and mobile-based accessibility, visibility, and reporting

- Elastic, designed to expand with company growth as industry landscape evolves

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