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BROCHURE

Infor POS for Higher Education Food Services

Hospitality

Infor® POS enables foodservices organizations to create frictionless experiences for students and faculty on university and college campuses, with easy meal card purchases through self-serve kiosk options as well as traditional POS terminals. The solution also offers dual mode terminals that allow operations to adapt according to time of day and traffic volumes. Overall, Infor POS represents a common transactional experience in cafeterias, coffee shops, food courts, student union outlets, and beyond.

Our cloud-based point of sale solution helps foodservices organizations create the best possible platform to serve faculty and students with efficiency, accuracy, and timeliness. And with many institutions offering a wide range of on-campus concepts on various scales, Infor POS is flexible and easy to use to serve them all.

In this era of employing data-driven strategies to ensure competitive and profitable foodservices operations, our Enterprise Manager menu management, configuration, and reporting engine at the heart of Infor POS serves as a powerful hub, turning transactional information into activities that help achieve cost-effectiveness, greater throughput, profitability, and other key business goals.

Unify on-campus foodservices operations with Infor POS, a flexible and user-friendly point of sale solution.

Best-in-class service with Infor POS

Academic life is fast-moving and hectic for students and staff alike. Serving those guests efficiently and with a point of sale solution that is designed to support their busy lives is the beginning of creating foodservices that are best in class. Integrating with a range of meal plans, Infor POS gives guests in university and college cafeterias, snack areas, coffee shops, food courts, and other locations easy processes that match their expectations for great service.

Infor POS also gives foodservices organizations the visibility and control needed to create efficient operations in multiple concepts and across locations. It helps to turn every transaction into real data insights that can streamline offerings, serve guests better, achieve cost-effectiveness, and create a more profitable business.

Essential integrations to enable smooth operations

Our solution makes for on-campus foodservices that any college or university can count as a major asset. We've partnered with leaders in the higher education foodservices space to consistently uphold the highest standards to serve students and faculty more efficiently and according to modern consumer expectations. That means building and developing our solution to help managed food service organizations to ensure smooth daily operations that are flexible and scalable to meet the future as new technology emerges and as their business grows.

Infor POS integrates with a wide spectrum of applications including student and faculty meal plans to enable continuity and visibility. Through seamless integrations, student and faculty can easily view and track their meal plan balances, choose to pay by points or meal equivalency, or even split payments. Our solution also integrates with kitchen display solutions to enable a more efficient ordering process as well as leading payment partners to offer faculty and students a range of options to make frictionless and secure payments, including EMV credit cards, debit cards, and mobile payment.

Serving students and faculty with greater flexibility and confidence

Infor POS is available in multiple hardware options, including:

- **Traditional POS terminals** that are intuitive, centrally configurable, and operator-friendly
- **Self-serve kiosks** that allow guests to skip the traditional line and take control of the ordering process
- **Dual-mode POS terminals** that allow maximum flexibility, alternating between staff-operated and guest-operated functionality where best applicable
- **Tablet-based POS** that allow staff to serve guests anywhere there's a WiFi connection, such as tableside or while they wait in line
- **Personal devices** for students or faculty to place orders, accessing menus via QR code and getting SMS updates when orders are ready for pick up

Multiple POS formats to exceed expectations

Students and faculty expect great service every time. Infor POS offers multiple options to enable foodservices providers to deliver and to exceed expectations. This includes traditional POS terminals, kiosks, and tablet-based POS that allows staff to serve guests anywhere. It also includes options for Infor's unique and attractive kiosk solution that gives control back to the student or faculty member, allowing them to skip the line to the traditional POS terminal and manage the details of the order process themselves.

Additionally, Infor POS terminals can serve both stationary terminal and kiosk functions where each one is most applicable. With "dual mode" POS terminals that can be operated by staff or by the guest when best required or preferred, every foodservices concept has the flexibility to accommodate the situation whether it's at the height of the on-campus lunch rush or during slower times.

Advanced ordering and fulfillment capabilities

For greater speed, accuracy, and operational flexibility around the ordering process, Infor POS includes an in-house KDS solution to ensure great communications between guests, servers, and kitchen staff so orders are right, every time. For mobile orders, and integrating with third-party ordering platforms, in-solution module OrderNow lets students and faculty access menus via QR code and place orders from their personal devices either on location at the food services concept or remotely.

When orders are all set, OrderReady is an SMS function that lets them know, right on time. It's all a part of a smooth process to provide the best possible on-campus food services that meets the evolving expectations of new generations of consumers who want more control over their ordering journey.

Enterprise Manager: Menus, configuration, and robust reporting

At the heart of Infor POS is Enterprise Manager, a solution that allows foodservices organizations to centrally manage menus and terminal configurations across concepts and properties. This includes menu item additions and adjustments, price changes, tenders, button configurations on terminals and kiosks, and more. It also helps foodservices organizations to create a standard for all items when they are listed under multiple consumer-facing names in different concepts—allowing for better tracking of item performance wherever transactions are made.

Enterprise Manager offers a wide range of functionality to serve multiple user types with the right insights to get them up to speed quickly to help them make sense of the data. This includes robust reporting capabilities that allows operations teams to turn transactional data gathered from multiple locations into actionable strategy to make operations more cost-effective. From there, foodservices companies serving higher education customers become more profitable.

Part of a scalable, more agile technology platform

- Multiple POS hardware formats: Traditional terminals and portable tablets all with intuitive interfaces for quick and easy transactions
- PCI PA-DSS compliance on all transactions via P2Pe protocols for greater consumer and business data security
- In support of multiple payment options including EMV and mobile payments
- Easy centralized management: Make bulk changes, run insightful reports, and create smarter, more unified, cohesive operations
- Self-serve kiosk functionality: Empowering students and faculty is easy with simple steps presented in a customizable and accessible interface to allow self-service ordering with Infor's kiosk solution
- Dual-mode POS/Kiosk options: Gauge the best use of resources with hardware options for fully operational POS terminals that convert to self-serve kiosks and back again
- Mobile functionality for ordering and pick-up on personal devices via OrderNow and OrderReady
- Seamless meal card integrations: Connect with leading student and faculty meal cards for convenient on-campus transactions in every concept
- Ready for the present and the future: Infor POS is designed to evolve as new technologies emerge so that when the next big thing comes along, our foodservices partners will be ready

Mobile Insights: Sales data on the go

The ability to keep track of sales numbers wherever decision-makers are represents new levels of agility in a fast-paced industry. With Infor POS, monitoring sales in multiple locations and concepts is just a matter of glancing at their phones. Mobile Insights helps them to see the results of their strategies in near real time whether they're in the office, en route to a location, or at home in the off-hours.

On-campus foodservices serving the present and future

To continue to compete in a fast-moving industry, foodservices management organizations that serve higher education must be agile and adaptable. This must include an advanced and scalable point of sale solution that unifies operations, grows with the company, and helps decision-makers get a better sense of how transactional data connects with measurable business objectives. Without that, operations can become disjointed and isolated, from concept to concept as new ones are added, or as new technology hits the market to redefine what is required to stay competitive.

Infor works with industry leaders every day to help managed foodservices operations in a wide variety of college and university campuses to meet those requirements. We have the technology know-how to serve present needs and the vision to anticipate the emerging needs of the future, too.

Infor POS is a solid basis for success in meeting these kinds of challenges in a quickly evolving landscape. It's time to explore the next steps to streamlining your business to create the kind of services that make you best in class.

Why Infor?

- Infor is a global ERP software solutions innovator, with more than 67,000 customers worldwide.
- Infor offers industry-specific technology solutions to match your unique needs based on detailed knowledge and experience in the hospitality and foodservices spaces.
- Infor has deep relationships with industry leaders who are defining success in healthcare foodservices.
- Infor understands and emphasizes the need for secure transactions every time, adhering to strict industry regulations to keep consumer and business data safe.
- Infor provides standard hardware and remote options for straight-forward implementation to help meet customer timelines.
- Infor offers stable, scalable, and secure native cloud-based infrastructure, closely partnering with industry leaders Amazon Web Services® (AWS®).
- Infor customers can access friendly and knowledgeable support 24/7/365.

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INF-2297823-en-US-0421-3