



Torex™ NewPOS-POS is the intuitive and easy-to-deploy point of service (POS) system used in over 90 countries by multi-national enterprises in the quick service restaurant industry.

The challenge

Quick service restaurants (QSRs) succeed when they consistently offer quality food, competitive prices and superior service. But one negative experience can turn a loyal customer into a former one, resulting in thousands of dollars in lost revenue and bad word of mouth.

QSRs face constant threats to service quality and their bottom line, such as:

- Inaccurately filled orders
- High staff turnover
- Long queues
- Soaring food costs

Does your POS system improve your ability to deliver dependable service, or is it an obstacle that frustrates employees and disappoints customers?

Define customer experience with Torex NewPOS-POS

For 10 years, Torex collaborated with one of the world's most successful fast food chains to develop Torex NewPOS-POS. It enables you to provide fast and accurate service, no matter where you operate or how many restaurants you run.

With Torex NewPOS-POS, you please customers by:

- Completing orders accurately the first time
- Offering money-saving promotions at POS
- Filling special orders quickly
- Shortening queues with self-service kiosks
- Accepting credit cards at the drive-through

Handling complex orders is so easy using Torex NewPOS-POS that service employees can focus on delivering exceptional service that customers remember.

The solution

Our system ranks highly with industry professionals because of its usability, rich feature set and ease of deployment. Readers of Hospitality Technology Magazine rated Torex NewPOS-POS “Number One” in its 2005 Annual POS Survey.

Quick and easy deployment

Torex NewPOS-POS is platform-independent, so it works with your existing hardware, subsystems and devices. Because it's easy to install and configure, opening a new store is a snap.

Flexibility

The system is designed for rapid development, so you can easily customise each POS to handle:

- Limited-time promotions
- Employee skill-sets
- Complex meal combinations
- Local languages and currencies

Scalability, reliability and availability

There are no limits to how many users, devices or product combinations you can add. And its fail-over capability ensures you are always open for business.

Centralised data management

You can exercise complete control over all your operations from a remote location such as the head office. Configure any store or POS remotely and manage system maintenance and support centrally.

Queue busting

Ensure your customers spend less time waiting with self-service kiosks and by accepting orders via websites and remote call centres. Using supported hand-held devices to take orders, employees can dramatically reduce bottlenecks at drive-throughs. Torex NewPOS-POS integrates with third-party systems so your customers can use credit cards everywhere in the restaurant.

Intuitive interfaces

The system's user interfaces are simple to navigate and operate. Easy-to-configure features include:

- Single-key buttons for popular product combinations
- Clustering of related products to eliminate clutter
- Consistent button positioning to reduce keystrokes
- Icons and coloured bitmaps for instant recognition
- Multiple workflow models

Kitchen display system

Torex NewPOS-POS provides a holistic view of production, the main counter, drive-throughs and electronic menus. It integrates with closed-circuit television (CCTV) to ensure drive-through customers receive the right orders and helps you manage portions to waste less food.

Achieve results now

One of the largest global restaurant enterprises uses Torex NewPOS-POS and reports that it is saving money and maximising profits across its operations with POS improvements such as:

- 50% fewer mistakes in fulfilling orders
- 25% faster data entry
- 54% reduction in keystrokes

Torex NewPOS-POS is also providing QSRs with the following benefits:

- Faster transactions
- Increased sales from special promotions
- Savings in training costs
- Reduced food expenses due to more accurate orders and portion control
- Increased customer satisfaction

To learn more about Torex NewPOS-POS, please contact marketing@torexretailna.com.

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About Torex

With more than 20 years experience, Torex is the leading European-based global provider of proven, best-in-class solutions that help over 7,000 customers provide a defining customer experience in the retail, petroleum and convenience, fast moving consumer goods, and leisure, food & beverage markets.

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Defining customer experience