

TCPOS



Professional EPOS Solutions for the Hospitality Industry

TCPOS – What it is

TCPOS

Professional EPOS Solutions for Hospitality

TCPOS is a brand of TCPOS AG, a leading company in the IT industry.

TCPOS AG designs and produces application solutions for hospitality and retail businesses. TCPOS AG's mission is to provide advanced tools, specialist skills and the highest level of support services for all businesses in the sector.

TCPOS AG has offices in Italy, Switzerland and Germany and distributes and supports its solutions through a network of skilled business partners in France, United Kingdom, Austria, Portugal, Poland and The Netherlands.

Mirific Services is a UK Business Partner of TCPOS AG.

TCPOS is a suite of software solutions designed to provide powerful and flexible tools to the food service and retailing industry: from canteens to fast food, from high class fine dining restaurants to large and complex retail chains. Hotels, Public Houses, Restaurants, and Clubs – both night and recreational.

TCPOS solutions aim to for the maximum optimisation of all key tasks in the business: the operational requirements of single stores as well as the management control activities and analysis required by the head office. The flexibility of the system allows managing multiple stores with complex and differing requirements.

Sales data can be captured to produce exhaustive reports and analysis, essential for the successful management of any business.

Sales activities and promotions can be effectively initiated directly by the office in real time.

TCPOS is the result of the extensive research and experience in the food service by TCPOS Group. Established in 1994, in the research and development centre of Lugano, TCPOS solutions immediately won Swiss business, traditionally one of the most exacting in the food service and retail industries.

There are now 1500 leading European companies in catering, fast and traditional food service industry using TCPOS technology to ensure a powerful, flexible and round-the-clock support to over 4500 stores all over Italy, Switzerland, France, Germany, the United Kingdom, Austria, Portugal, the Netherlands and Poland.

*TCPOS enables you to monitor and measure every aspect of the business;
if you don't monitor it you can't manage it.*

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TCPOS is a touch screen based Point of Sale application controlling all point of sale activities, bundled with powerful reporting capabilities.

The TCPOS system has been designed to provide simple, powerful and flexible solutions for all aspects of the hospitality sector. It provides a set of tools to centrally manage the key business functions, such as pricing, promotions and special catering contracts, throughout the estate. Sales data can be centrally consolidated to produce invaluable management information and statistics. The flexibility of the system allows for multiple store configurations with different product and operator profiles, making TCPOS an ideal solution for multi-format establishments with a variety of operational requirements.



TCPOS is absolute simplicity to install, commission and use. Its wealth of configuration options means that the system can be set up to meet the needs of all kinds of food, beverage and speciality retail operations. Its intuitive Front End minimises staff training and familiarisation times. The system's flexible architecture also means that it is easy to interface to peripherals and third party software applications e.g. SAP, general accounting systems and Property Management Systems.

TCPOS is a multi currency system and has been designed to handle triangulation and enable all types of payment media to be accepted. TCPOS provides the very high degree of reliability, stability and security demanded by today's "non-stop" hospitality service environment.

Combining TCPOS's ongoing commitment to research and development with its full range of customer support services means a safe investment for hospitality operators.

TCPOS is based on Microsoft Windows (NT/2000/XP/2003) and Oracle or SQL Server database platforms in a Smart-Client environment. All Points of Sale are connected to the server using a TCP/IP LAN or WAN connection which provides a great level of security and reliability. The TCPOS solution works on all PC-based Point of Sale systems of leading vendors such as Wincor Nixdorf, IBM, Epson and others. Stand-alone POS installations are also possible with a POS terminal being utilised as a server as well as a Point of Sale machine at the same time.

TCPOS is multi lingual, has multi currency capabilities and supports the various country specifics in order to fulfil national requirements such as VAT.

TCPOS comprises two main modules (FrontEnd and Back Office) plus additional modules for specific requirements, such as Customer Management, Table Management and Subsidies Management. The Front End is the module running on the Point of Sale terminal. This module uses a touch screen terminal and controls all the different devices associated with it, such as bar code reader, magnetic swipe readers, printers, cash drawers.

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In the case of a network failure or the POS being disconnected, TCPOS continues to work in an off-line mode. The administration module can run on a server, any remote location or on a Point of Sale terminal.

The Point of Sale screens and layers are displayed on the Back Office exactly as they appear on the POS making configuration easy and fast and the graphical interface makes training of staff just as fast and simple; it is almost impossible for them to make mistakes.

TCPOS works with handheld wireless devices which is ideal for particular environments such as terraces, beer gardens or multi storey restaurants. With all of its modules TCPOS can be tailored to any kind of hospitality environment; it is used in single till outlets, fast food as well as fine dining restaurants canteens, shops, pubs, hotels, and, because of its operating stability and performance reliability, even on cruise liners and ferries; providing a concept that even far away from IT support staff customers depend on the robustness of our product.

TCPOS facts and figures

1,587,593 - lines of software code

1,500 - Points of Sale Installed

1994 - TCPOS markets one of the first Windows based POS in Europe

1000 - Ways to provide foodservice and hospitality to European consumers

1700 - Outlets powered by TCPOS

3800 - Customers in Europe

180 - Largest number of networked tills in single operation

1 - Market leader in Switzerland and Italy

50 - Lines of new software code produced in the time it took you to read this

