



Hospitality

EPoS







Designed for your hospitality business

Whether you are running a pub, hotel, restaurant or cafe, ICRTouch EPoS software is designed for your business and is suitable for the small independents to large multi-site chains.

ICRTouch is an industry leading EPoS developer, with a suite of innovative software solutions which have been designed over 40 years. Our family of solutions work together helping businesses like yours reach its full potential in all areas, from business operations to customer service.

ICRTouch is global, we have a trusted Partner Network of highly-trained engineers that will guide you in choosing the right system for your business and provide ongoing support.

ICRTouch EPoS software is helping hospitality businesses succeed all over the world, and yours could be next...

150,000
Installs

Four Decades Of Innovation

Our founders and team have years of experience working on the front-line supporting till systems in restaurants, cafes, bars and shops. Our roots trace back to the 80's when we began supplying, installing and maintaining cash registers.

Choosing a till system from the manufacturers of the time meant compromising on which limited set of features you could have. Our first Electronic Point of Sale (EPoS) system was created in the 90's to give customers the widest range of features, in a single package. Customers could now choose to buy TouchPoint and know they had everything they needed.

Since then, we have spent over 20 years continuously enhancing our products. Through careful research we develop new technology as our ever-evolving market demands.

ICRTouch software is reliable and dependable. We work to perfect the performance of our solutions from real world usage and we continue to prove reliable across 150,000 installs.



A Family of Solutions

Today, we are still creating original EPoS software and TouchPoint has been joined by TouchOffice Web, web based back office and intelligence, PocketTouch, handheld waiting pad software and a whole suite of products that have changed the way hospitality businesses operate.



Progress Through Experience

Many from our team have experience throughout the hospitality industry, whether that is an owner, manager, keyholder or staff member. From the beginning our industry experience has helped shape the way we develop our software. We know what it feels like at the end of a late night shift, waiting for the EPoS engineer to sort out the till to cash up and go home, so we place reliability and your ability to keep trading above all else.





DESIGNING FOR THE FUTURE OF HOSPITALITY

Through careful research we develop new applications and services that have shaped customer buying habits utilising the right technology. As new products make their way to the market, you will be able to implement them into your existing system without a hiccup. If you need your company's technology structure adjusted, you can easily react to change.



Front Of House EPoS Till System

The right front of house EPoS terminal works with you to maximise your profits, manage your staff efficiently and provide an impressive, quick and convenient customer service.

Today's TouchPoint has more features and flexibility than ever, giving you a till system that allows you the freedom to operate in your own way.



Intuitive

- Simple touchscreen keyboard layouts for easy navigation.
- Button font can be customised to suit or overlay images to buttons.
- A graphical table plan, means there is no need to memorise table numbers.
- Simple program mode for managers to update menus and prices.
- Minimal training is required to operate.



Versatile for any Business.

- Right out of the box TouchPoint includes product promos, happy hour price changes, kitchen printing, personalised customer display with adverts, customer prompting and loyalty schemes.
- TouchPoint easily integrates with our complimentary products to give you the flexibility a growing business needs.
- Additional features can be created to your bespoke requirements.



Security

- All clerk activity is stored on the till so you can investigate mishaps.
- TouchPoint integrates with your CCTV displaying transaction information.
- Staff can sign onto TouchPoint securely with fingerprint, ibutton, magnetic or mifare card sign on.
- There is no reliance on the internet; if your broadband fails you can continue to make sales.



Reward Loyal Customers

- Accounts details are integrated into the till so you know your customers and where they are spending their money.
- Run targeted promotions and points schemes, create vouchers and gift cards.
- Schedule discount rate variations that take effect on a particular date and time.
- Apply credit to a customer account after a set amount is spent.
- Build a purchase history for your customers and manage customer account balances.
- Combine with TouchLoyalty for more complex multi-site promotions.

💡 The TouchPoint till is great. We give the staff one very quick lesson and that's it. Everything is so intuitive — they know where everything is!

Helen Bartlett
Manager at The Duck





Business Management & Intelligence

TouchOffice Web gives you a bird's eye view of your business. It is a powerful management tool that provides you with a complete real-time understanding of your business online, from anywhere in the world.

Make big decisions with ease by analysing detailed historical reports. Forecast pricing, manage your stock and staff rotas. If you are a startup, you will have immediate insights that help you make the right decisions at critical moments. If you are a multi-site restaurant chain, TouchOffice Web provides control over your entire estate with a consolidated head office overview of your company's performance.



See It All

Keep an eye on day to day activity with real-time information. Detect, monitor and counter fraud using audit trails and clerk reports; or manage payroll with clerk clock in/out status and time and attendance reports.



Run Reports

TouchOffice Web gives you the power to report on every aspect of your business. Analyse site or brand performance, sales trends, quiet periods or run the top 50 most profitable sellers to better guide you when creating your next menu. Financial data can also be exported into accounting packages to free up admin time.



Program Updates

React to customer demand with live programming and product updates, make price changes and set up happy hours. Your updates will roll out to your ICRTouch technology instantly or schedule them to go live at a specific date and time.



Stock Takes

Monitor and order stock items at the right time from TouchOffice Web. Make it easy and use a handheld TouchStock device to scan in deliveries efficiently, perform stock takes or process wastages.



TouchOffice Web cloud based back office software is the perfect partner to your TouchPoint till. Get insights to your sales and staff performance, then drill down to the finer details with a comprehensive reports engine.

BUSINESS MANAGEMENT. AT YOUR CONVENIENCE.

TouchOffice Web can easily be accessed from any laptop, tablet or mobile to check that stock order, make an instant programming change or run a quick, detailed report to give you instant information.



Keep Mobile For A Better Customer Experience

Digital handheld order pads for table service. Send orders from the table or queue, straight to the heart of the kitchen or bar while your waiting staff give your customers the excellent service they deserve.



Service At The Table

It is simple to make a change when customers change their mind, and Chef knows straightaway. Customers can settle a bill at the table, giving a pleasant end to their visit without having to handover their card or walk to a payment area.



Accurate Ordering

With PocketTouch there are fewer mistakes. The orders are clear, consistent and there is no illegible handwriting to interpret. Pre-written messages make adding instructions consistent and accurate, so Chef knows to "hold the mayo" or any other allergens.



Improve Customer Satisfaction

Table service is made simple and efficient making life easier for both staff and customers. When items are off the menu, notifications let staff inform customers avoiding disappointments. Front of house staff can use the table plan on PocketTouch to see which tables are free to seat customers and reduce waiting times.



Increase Revenue

Staff can be on the floor serving customers at tables, with more time to respond to queries and offer more drinks. Seat as many parties per meal service as possible, with PocketTouch. Your customers aren't left waiting for their order to be sent through to the kitchen and the order is right first time keeping your customers happy and maximising revenue.

QUEUE BUSTING

Those busy lunchtimes can get hectic. Cut down your queues using an extra PocketTouch with contactless card payments.



PocketTouch is a professional paper-free way to take food and drink orders. Our revolutionary handheld EPoS solution has been designed and developed specifically for the hospitality and catering industries.

PocketTouch enables your staff to take orders and make changes with ease, ensuring the whole process is more efficient and results in an enjoyable, frustration-free experience for your customers.

CUSTOMER SERVICE

PocketTouch helps your staff stay informed and have up-to-date information about your products and menu at their fingertips. They can take orders quickly, more accurately and be prompted to upsell.



Self-Ordering From A Personal Device

Order-To-Table solution for restaurants, pubs, wine bars, cafés, coffee houses, theatres, stadiums and much more. Enable your customers to place an order and pay from their table or seat, with their personal mobile or tablet.

Your customers will appreciate having the opportunity to browse your full product range at their leisure, this extra time encourages customers to spend more.

ByTable provides a quick and efficient service, meaning faster turn around and freeing the table for your next customer. Plus, it helps to reduce staff having to take orders allowing them to get on with other jobs.



Have Your Own App

Raise the profile of your business with a professional look and enhanced user experience. An app acts as a constant reminder on customers phones which will prompt them to revisit.



To The Table Or Seat

Order to their table or seat number. Great for large restaurants or pubs with outside seating and stadiums/theatres.



Quick And Easy Set Up

ByTable is simplistic yet stylish, it has been designed so that products can be added with ease. Add your branding in minutes with a logo, accent colour and app icon.



Integrate For Efficiency

ByTable integrates seamlessly with your EPoS and back office software. All sales are recorded in real-time and processed at your TouchPoint till. You get all sales information in one place.



0% Commission

Online ordering platforms will typically charge up to 20% commission on every transaction you make, however with ByTable there is no commission fee, so 100% of the profit stays in your pocket.



Customer Details Saved

Want another round of drinks? Don't worry about filling out all your contact or address details again, ByTable lets you save your details so you can order more efficiently!



Product Images & Feature Pages

Entice your customers with mouth-watering images and feature pages showing your products in finer detail.



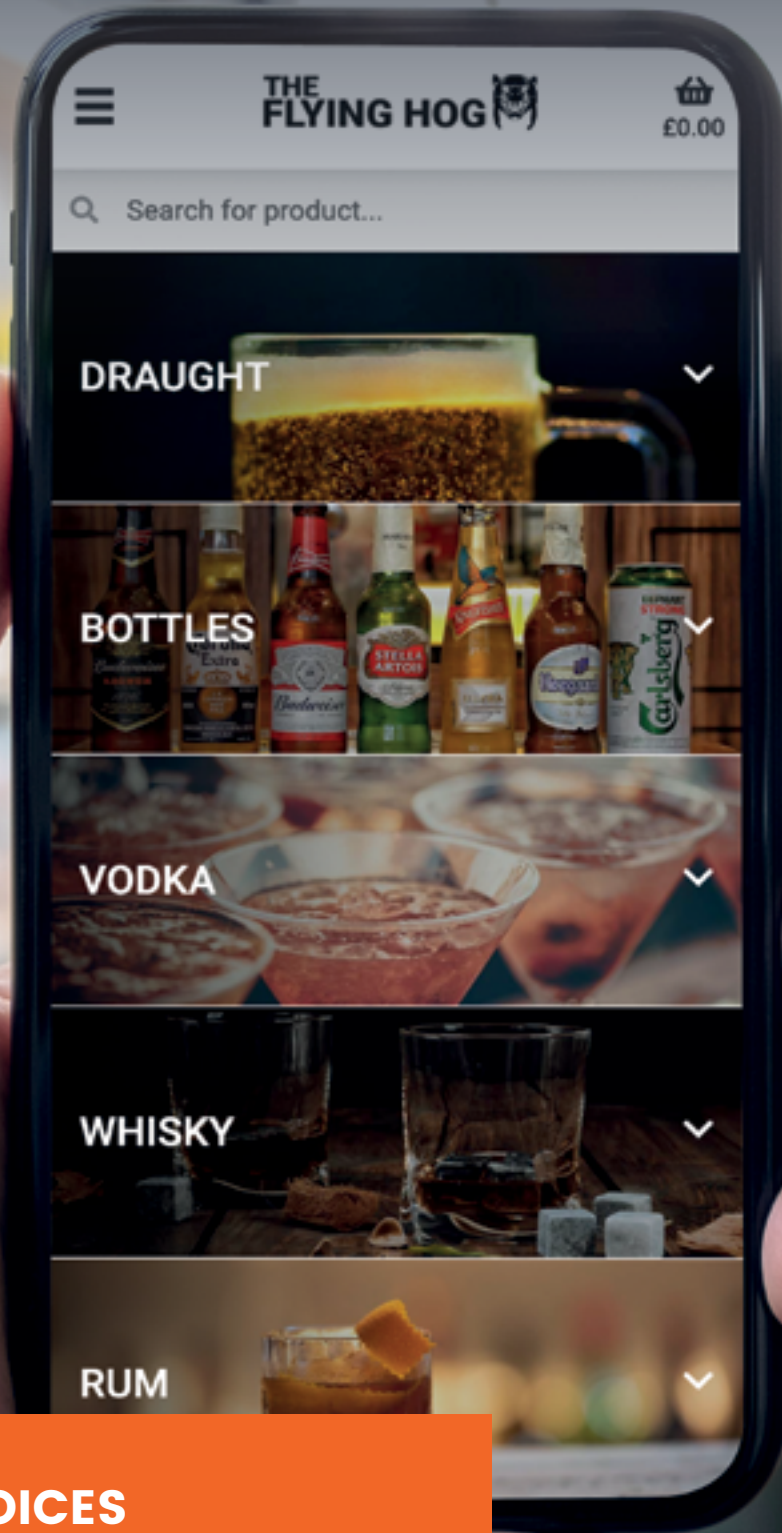
Discount Codes

Encourage orders through exclusive discount codes that can be entered at checkout.



ByTable is perfect for pubs and restaurants with large outdoor seating areas.

Your customers can simply browse the menu to build their order and select 'deliver to table'. They can enter further details and choose a payment method.



OFFER MORE CHOICES

Advanced ordering options allows your customers to customise their selection - particularly for allergy sufferers.

**5,000 businesses
processing millions of
transactions per month**

PocketTouch

A match made in digital heaven



STRESS FREE IS KEY

Take the stress away from table service, take orders quickly, more accurately and be on hand to satisfy guests. Whether you have 50 covers or 500, give everyone the service they desire.





The ultimate table service software for waiting staff

Strengthen your Hospitality game with digital ordering solutions

Table service has never been more efficient with PocketTouch and ByTable. Streamline your business with these revolutionary, complimentary digital solutions.

Long gone are the days of paper and pen order taking, and trips back to the bar. Save time and money by adopting the digital method.

Using both PocketTouch and ByTable gives your business the flexibility to serve more customers and increase your revenue by turning over tables quicker.

Let customers browse through the menu, place an order and pay on ByTable, whilst staff look after the rest with PocketTouch.





Table Reservations Online

You're never closed with TouchReservation. Allow customers to make bookings, around the clock, on any web-enabled device such as smartphone or tablet.

TouchReservation is the perfect accompaniment to ICRTouch's famous till software TouchPoint. Reliable and proven, TouchPoint has been developed over 20 years and it remains cutting edge. For a top class experience, even before your customer enters your restaurant, choose TouchReservation.



Free Up Your Staff

Staff aren't tied up on the phone for those customers preferring to use online services.



Around The Clock Bookings

Customers can make bookings at their leisure, either from the comfort of their homes to a busy day in the office at any time of day, or night.



Reduces Administration

Administration tasks are reduced with automated table allocations, order notifications and auto-confirmations.



No Mistakes

TouchReservation and TouchPoint stay in sync and share the same table plan, so it is always up-to-date and you never double book.



Transparent Pricing

Easy to manage fixed pricing that won't break the bank, with no per table licensing or transaction charge.



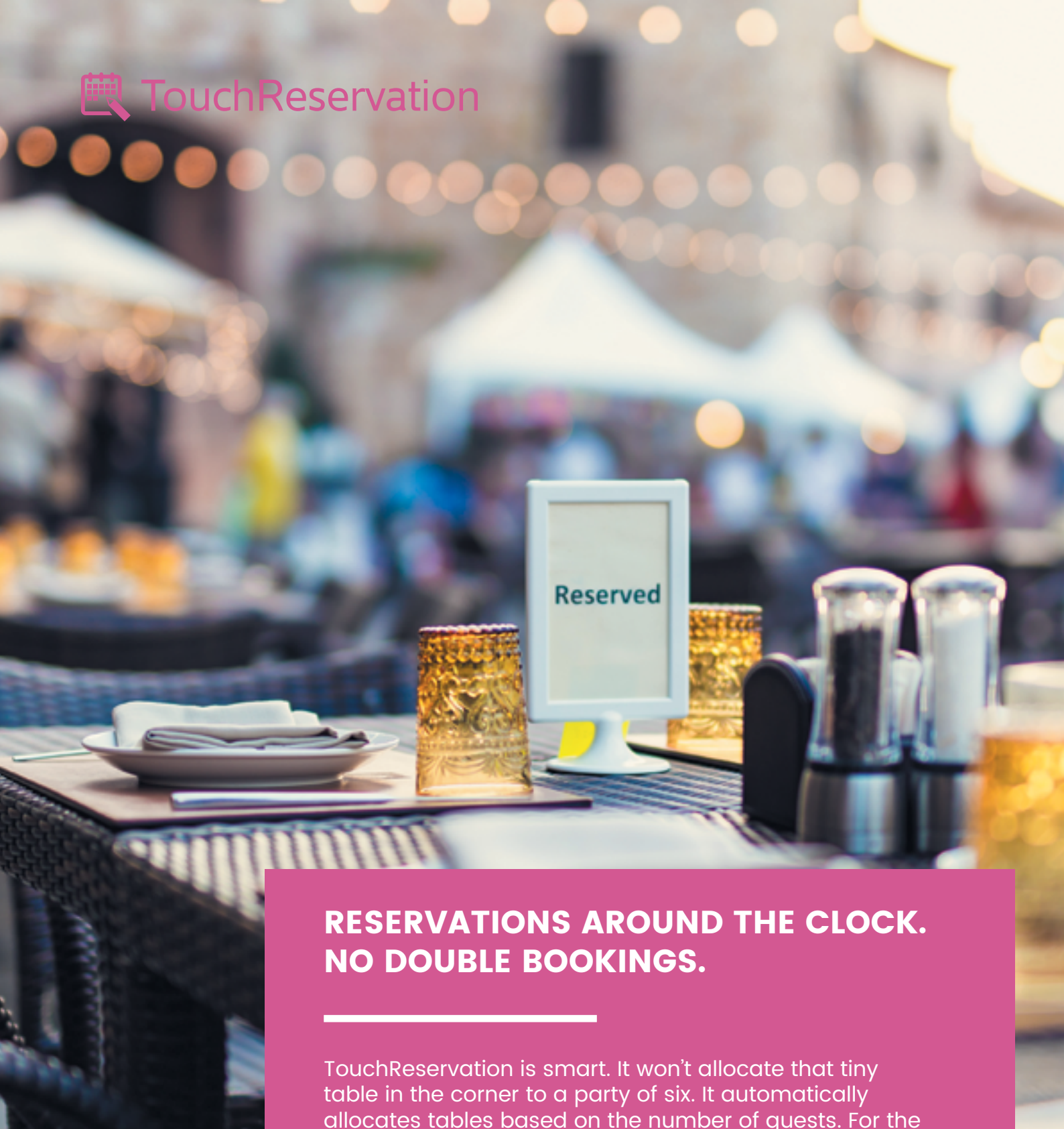
Your Branding

TouchReservation is custom branded to suit your business and fit your current website.



Plan Ahead

Table reservations help you plan ahead for the night, know when to expect a big party and when to call in more staff.



Reserved

RESERVATIONS AROUND THE CLOCK. NO DOUBLE BOOKINGS.

TouchReservation is smart. It won't allocate that tiny table in the corner to a party of six. It automatically allocates tables based on the number of guests. For the diners who book over the phone, or who walk in without a reservation, TouchReservation allows front of house staff to allocate tables at the till, updating the floor plan accordingly.

TouchReservation doesn't stop taking bookings when your kitchen is closed and it doesn't panic when the dinner rush starts.

GIVE YOUR CUSTOMERS FLEXIBILITY – CUSTOMERS ON THE GO...

Tonight's table seven could be out on the town right now and they're looking for somewhere to dine on their smartphone.

TouchReservation is optimised for mobile devices, allowing reservations to be made on the move.

Accounts Package Integrations



**Reduce Manual Processes
and Make Tax Easy.**

How Can ICRTouch Help With Making Tax Digital?

Businesses that earn over £85,000 turnover per year need to send their VAT returns to HMRC every quarter. ICRTouch software links with HMRC-recognised accounts packages*: Xero, Quickbooks or Sage50, by providing an integration to **TouchOffice Web**. The integrations enable the EPoS software to accurately send sales figures through to the relevant accounting packages, which in turn digitally send the VAT figures onto HMRC.

Reduces Admin & Errors

No manual calculations need to be made, reducing human error and making the VAT returns process quick and easy.

Making the entire process digital protects from inaccuracies and possible future enquiries, corporation tax or real time information.

Makes Tax Easy

Enjoy the benefits of an accounts package link that will ensure your VAT returns are accurate.

Contact your local Authorised ICRTouch Partner for more information – www.icrtouch.com

*An accounts link service is required for this package.



Rest Easy You Are In Safe Hands

Keeping your sales information and personally identifiable information safe.

Protecting your system from misuse is important. ICRTouch systems are secure and provide you with tools to deter, monitor and investigate internal fraud.



Integrity Assured

All sales on TouchPoint EPoS terminals are automatically uploaded to our cloud-based back office, TouchOffice Web. If you lose your internet connection, no problem. Sales are stored locally at the EPoS terminal and are seamlessly sent up when next online.

With TouchOffice Web your information is safe and accessible from any web enabled device.



CCTV Integration

Prominent and obvious CCTV cameras deter casual theft by both customers and staff alike. The CCTV can show exactly who was responsible for the act, providing valuable evidence. A compatible CCTV system can also capture the Electronic Journal from the TouchPoint till and overlay this directly onto the recorded image.



Secure Sign-on

Unique sign-on methods mean that only authorised staff can access the till and can be restricted for sensitive operations, such as refunds or voids. Clocking in and out can also be monitored ensuring accurate, quick and efficient payroll administration.



Full Audit Trail

A full audit trail of your business transactions ensures that you can comply with all current fiscal regulations. Every recorded transaction also lets you know which staff member performed each action. Invaluable for training staff, and also lets you investigate suspected misuse without alerting the employees.



HOW TO SPOT FRAUD

The latest Manager's Handbook — How To Spot Till Fraud — is packed with hints and tips from industry professionals on spotting fraud within the workplace. Request your copy here: icrtou.ch/tillfraud

Designed With Your Team In Mind

Empower your employees with user-friendly software

The ICRTouch system can be configured to suit your personnel, whether they are trainees or non-native.

For new or seasonal staff you can restrict clerks to specific or basic functions and enable training features, so trainees can begin making sales right away.

For multicultural businesses where staff may have different primary languages, the TouchPoint till can set the language in use according to the clerk that has signed-on. Similarly, orders can print or display in the kitchen in a second language, useful for kitchen staff who read Chinese script, for example.





Digital Orders. Make Chef's Day.

TouchKitchen displays order tickets on either a tablet or digital screen to keep your kitchen organised.



Reduce Mistakes

Digital tickets go straight through to the kitchen. No tickets get dropped and no information gets lost or misinterpreted. With TouchKitchen orders can't be misplaced and they can be recalled even after they've been cleared.



Serve On Time

The ability to view, sort or peg meal orders, and set preparation timers to ensure nothing is forgotten and meals go out on time.

Peg orders between courses and alert the waiting staff when an order is prepared and ready to be served.



Manage Orders

The kitchen can easily manage each order as it arrives and view it on their digital display.

TouchKitchen not only provides information ticket by ticket, but it can also show the chef a summary of everything that is on the list to cook.

Orders can be shelved between courses and cleared when the entire meal is completed.



Add A Bump Bar

In hot, sticky, greasy kitchen environments, you can add a bump bar to make controlling your device easier. A bump bar can also be used for large wall mounted tablet displays where the screens may be out of reach.



TouchKitchen transforms the way cafe and restaurant food orders are processed. From steak and chips to mushroom risotto, a customer's choice is displayed on a screen in the kitchen, eliminating the need for paper and print-outs.



TouchKitchen has eliminated missed orders and made the journey from fryer to plate a breeze. Orders are accurate and thanks to TouchKitchen business at The Jaws is more efficient.

Mr Michaelides
The Jaws Takeaway

NOW WE'RE COOKING

TouchKitchen receives information directly from TouchPoint or PocketTouch. Chefs don't have to rely on the order being brought to the kitchen, so they can get cooking straight away.



Digital Signage

Virtual signage boards from ICRTouch replace your static signage with attractive and enticing screens that are up-to-date and effectively communicate your brand, products, promotions and upcoming schedule. Digital signage can be used in various ways, from displaying your menu, to customer alerts.



TouchMenu

TouchMenu syncs with your TouchPoint till system to display a live digital menu or specials board that is always up-to-date. It lets customers know what's on the menu, what the price is and whets their appetite. Make changes on the go or let TouchPoint automatically remove items that are out of stock.



CollectionPoint

Whether you have a restaurant, bar or fast food outlet, CollectionPoint can provide a simple yet professional way of notifying customers where their order is in a queue and estimate waiting time. Use screen space to advertise to your customers.



Rear displays

Advertise products, promotions or upcoming events using TouchPoint's rear media display. You can include image sliders, videos or social feeds.

In loud restaurant environments, the display details the current sale making it easy for customers to be sure that their order is correct.

Visual indicators quickly identify which products contain any of the 14 allergenic ingredients. Your customers know what their order contains, keeping them safe.

SAVES YOU MONEY

TouchMenu saves your staff time re-writing the menus. Product sizes, prices, and layout can all be adjusted to present the information just the way you want it without having to order new signage.

🕒 CollectionPoint

📱 TouchMenu

Once an order has been prepared and it is ready for collection, use TouchPoint or TouchKitchen to finish the order ticket and send a notification to CollectionPoint to announce the order is ready to be collected. If a customer misses their call it's no problem, as the CollectionPoint remote control allows staff to recall missed orders at the touch of a button.



IDEAL FOR WAITING STAFF

CollectionPoint displays 'open' orders on a screen or monitor as soon as orders are sent to the kitchen from the TouchPoint till.

Ideal for your waiting staff, Chef can complete tickets to alert waiting staff that the dish is ready to be taken to the table.

Payments As Easy As EFT

Give your customer choice when paying. We partner with payment providers across the globe to make paying at the TouchPoint till simple.

Take fast, secure payments with ICRTouch

- Card Payments
- Mobile Payments
- Contactless Payments
- Table Payments

Problem Free

Cards are now more popular than cash. For the complete EPoS package, an integrated EFT solution is a must-have addition. Our providers ensure you get a secure transaction every time, enabling your customers to pay how they want to pay. A problem free payment service.

Eliminate Long Waits

Fast chip & pin transactions are expected by today's customers. Contactless and mobile payment methods help you deal with customer transactions quickly, reducing queuing time. Perfect for busy restaurants, bars, hotels and more.



Get The Most From TouchPoint



Our ICRTouch Partner Network of industry experts can provide you with custom add-ons for TouchPoint that perform specific features or functions to suit your business needs.

Bespoke Customer Reward Schemes

Create customer-specific discount schemes, or add a 'double the points' button on the till. Print discount vouchers and use RFID cards, or wristbands, for cashless environments, such as holiday complexes.

Customer Order Printing

Add preparation instructions to orders so your staff know a Margarita from a Mojito.

Control when items from a sale are sent to the kitchen, whether it's a three course meal or sharing a tapas.

When the terrace bar opens after five TouchPoint can change the preparation area that orders are sent to.

Promos and Pricing

Create complex or unusual mix and match combinations, and schedule price changes at a specific time or day; great for lunch time meal offers and bar happy hours.

Talk to your ICRTouch
Authorised Partner to ask
for customisation of your
TouchPoint till.



Interactive Order Points

The SelfService software empowers your customers. They can independently use the interactive touchscreen menu to place their order themselves and pay in-store without the assistance of staff.



Kiosk Station

A SelfService kiosk station reduces congestion at the counter. Customers can place their order and pay at the station via credit/debit card, contactless or mobile payment methods.

Printed receipts can include an order number linked to CollectionPoint digital signage.



Employee Station

Your employees can utilise the SelfService stations to place orders at various points from within your store. Orders are sent through your TouchPoint till and straight onto the kitchen.



At The Table

SelfService software can also be installed onto touchscreens at the table, so your customers can browse the menu and place their order without the assistance of waiting staff and without leaving their seat.

SelfService

SelfService is the perfect queue-busting solution for a busy restaurant. Entice your customers to spend more with a descriptive picture menu. The interface is designed to be intuitive to use so that your customer is guided through the order process as quickly and easily as possible. It delivers a consistent service to every customer and doesn't call in sick at the last minute.



ALLERGEN INFORMATION

Customers are informed of allergen information for every menu option from order through to receiving their products with ICRTouch software solutions.

The Fighting Cocks, Survives Lockdown

with help from ICRTouch

The Fighting Cocks in Arreton, Isle of Wight, is based along a main road and becomes extremely busy, especially during the summer period. Managing Director, Sam Shaw, and General Manager, Laura Swan, recently invested in ICRTouch products, ByTable and PocketTouch to help during the COVID-19 crisis.

Positivity in a pandemic

Throughout the COVID-19 pandemic The Fighting Cocks has managed to trade the same as it did pre-pandemic and has been constantly busy, thanks to the help of ICRTouch software solutions.

Here's what Sam Shaw the Managing Director of The Fighting Cocks had to say:

"Predominantly our pub is probably a cliché of a gastro destination pub. We have about 300 covers outside and 140 covers inside - pre COVID. We're now down to about 130 inside in order to comply with social distancing requirements.

This year versus last year is a dismal picture when you start looking at customer turnover. However, with the introduction of ICRTouch and their technology, we've managed to regain our gross turnover similar to that of pre COVID levels.

The introduction of ByTable to my business has made a dramatic difference. We would categorically not be trading to this level if we hadn't embraced ICRTouch and their wonderful products. I don't think I can ever foresee a time when I am going to go back to bar ordering. Those awful queues which we got at the bar, seem to have now completely gone away. Most of our staff just seem to adapt to this technology so easily. It's been designed by ICRTouch in a very intuitive way and easy manner to use, even I can use it! I think customers are really impressed with how professional ICRTouch has allowed us to become.

ICRTouch have come in and saved my business. Without them we possibly would be turning over 80% less than we are at the moment. I would recommend wholeheartedly the ByTable app to anybody, don't do what I did and wait, please do it now, you'll never regret it!"

Follow up story

Since we last visited, Sam Shaw and his team have adopted some new procedures for customers to follow when visiting the pub. It is now required for customers to order their food and drink through The Fighting Cocks app or webpage. This can be done by scanning a unique QR code found on the table, or simply by downloading the app via the Google Play store or Apple store. UK Government restrictions at the time dictate that customers must be served at their table, so it was imperative that Sam had the right ordering solutions in place to enable efficient service.





ICRTouch have come in and saved my business. Without them we possibly would be turning over 80% less then we are at the moment. I would recommend wholeheartedly the ByTable app to anybody, don't do what I did and wait, please do it now, you'll never regret it!

Sam Shaw, Managing Director at The Fighting Cocks, Isle of Wight

Keep fighting back

Sam Shaw says:

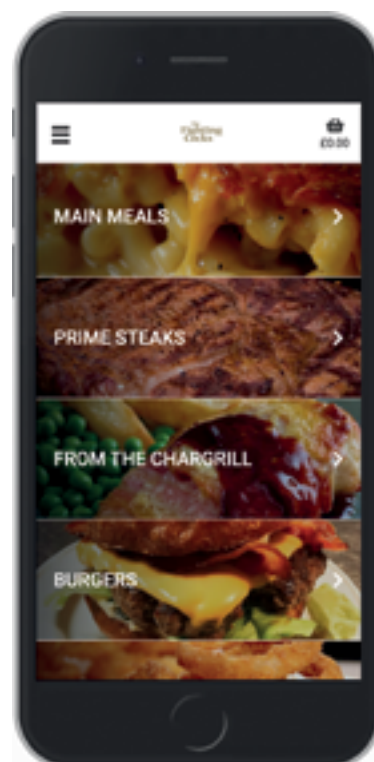
"I would say that ByTable has totally saved the day. So much so, we've been able to run the business to full capacity without the need to have 5 more members of staff to serve tables with PocketTouch.

When people arrive at the pub who aren't able to use the app to order, our staff use PocketTouch to place orders quickly without having to go all the way back to the bar. It's working extremely well, we've never seen business like this in April, the recent sunny weather has also contributed to our success too.

We're finding that people are so desperate to come out for lunch, dinner or just a few drinks that they would happily sit in the marquee no matter how cold it is. We have recently invested in a second marquee as the English weather is unpredictable and the last thing we want to do is turn customers away.

The turnover of the tables is more efficient with ByTable, we are never going back to how we ran the business before adopting these solutions. I can see the app working even better when restrictions change and we're allowed to have customers seated indoors as well as outdoors.

We're serving as many customers as we would have done, on probably 50% less front of house staff. The staff that would normally be stuck behind the bar operating the tills, are now able to get on with other jobs and pay more attention to customers. Not only this, staff are more organised, they know where they are going and what they are doing. It's just absolutely amazing!"



Meet the ICRTouch Family...



TouchPoint

Robust, secure and easy-to-use EPOS till.



ByTable

Self-Ordering From A Personal Device.



TouchOffice Web

Powerful, cloud-based, business management and reporting.



CollectionPoint

Queue-based, customer order progress notification.



PocketTouch

Handheld food and drink ordering at the table.



TouchLoyalty

Customer loyalty and reward management.



TouchKitchen

Paper-free order display and tracking for the kitchen.



TouchReservation

Table reservation booking for the customer.



TouchTakeaway

Online takeaway ordering via a website.



TouchMenu

Virtual, changeable menu display board.



SelfService

Interactive order point software.