

I.B.S. SYSTEMS (N.I) LTD.

EPOS SYSTEMS • TOUCHSCREEN • SCALES • STOCK CONTROL

CASE STUDY

EPOS PROVIDER FOR: BOB & BERTS



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Our Authorised Silver Partner, Ireland Business Systems (IBS), has been working with the Bob & Berts team for the past 10 years, completing multiple EPOS installations across the UK.

THE BRIEF: an exclusive EPOS provider for all new locations

Starting with a single store, the Bob & Berts team have built the business over many years, opening multiple stores across Northern Ireland, England and Scotland. IBS has now completed EPOS installations at nearly 30 stores, across all 3 countries.

As the exclusive EPOS provider for Bob & Berts, IBS' brief is to fully fit out every new store that's opened. This has seen the Northern Ireland based team travel to many locations across the UK. The requirements for each installation are a fully functioning, integrated EPOS system that includes till terminals, digital kitchen order management and a centralised reporting system.

The installed systems must be easy to use for all Bob & Berts' staff, and work to streamline processes to provide efficient operations across every location, meaning staff can focus on providing incredible customer service.

THE SOLUTION: integration that streamlines operations

IBS enjoys working closely with the builders, electricians and telecoms teams at every new site to ensure an efficient installation, making sure Bob & Berts are able to start welcoming guests as quickly as possible.

"It's nice for our teams to work in a finished building. Often we're providing the last piece of hardware that needs installing on-site so by the time we arrive everything is there waiting for us. Our teams do a lot of pre-programming and set up work before arriving on-site to ensure the fitting is as smooth and swift as possible."





ICRTouch's flagship software, TouchPoint provides incredible flexibility and functionality for all till terminals.

Most Bob & Berts sites operate with two or three static terminals which are designed with ease of use for the staff in mind.

IBS install terminals alongside cash drawers, customer-facing

displays and integrated card readers at each location.

The TouchPoint tills integrate seamlessly with the order management system, TouchKitchen, which gives the kitchen teams complete control in handling their orders digitally.

To ensure the owners are able to easily keep track of business performance across their nearly 30 locations, a single TouchOffice Web back-office management system is in place.

The Bob & Berts management team also utilises TouchOffice Web to handle multi-level adjustments. For example, their locations in England offer an alternative menu to those in Northern Ireland and various price level shifts are in place on core products.

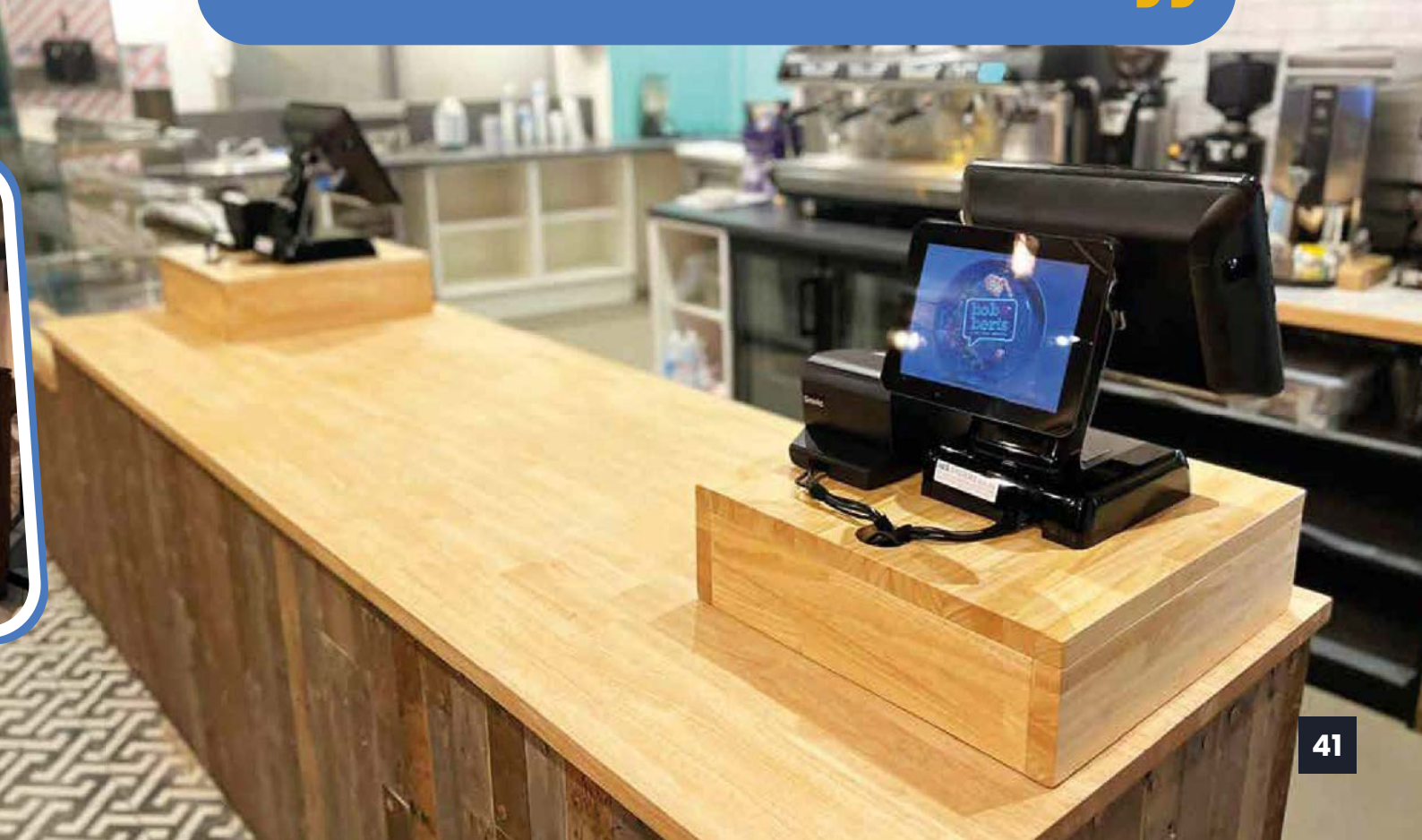
Vouchers are also in use at the Bob & Berts sites, including the sale of gift vouchers and use of staff discount cards.

THE RESULT: efficient installations and accurate multi-site reporting

Having been working with IBS since the very beginning, Bob & Berts has a successful, integrated EPOS solution that works across their entire business, giving the staff at every location the tools they need to efficiently and productively carry out their day-to-day operations.

Following training from the IBS team, Bob & Berts now complete all EPOS training in-house, which covers use of TouchPoint and TouchKitchen, supported by IBS whenever they're needed.

66 *I have confidence in ICRTouch software that allows us to track sales, stock, voids, footfall and much more across our estate spanning NI, Scotland & England.* **99**





“ I have used IBS since we opened our first store and have always found them to go above and beyond to ensure our stores receive the best possible service. ”

“We are incredibly proud to be the EPOS supplier for Bob & Berts. The team are easy to work with and are always looking for the latest technology to help improve customer service. It’s great to have ICRTouch on hand with solutions like TouchOffice Web, TouchKitchen and ByTable.”

We look forward to supplying more stores in the future and working with ICRTouch on the growth of their software.”



AUTHORISED PARTNER:
Ireland Business Systems (IBS)

BUSINESS NAME:
Bob & Berts

PARTNER WEBSITE:
ibsepos.com

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As a result of implementing TouchKitchen management, mistakes are significantly reduced and chefs have the ability to peg orders, set preparation timers, rearrange and recall orders, ultimately improving efficiency and ensuring accuracy.

Thanks to the single TouchOffice Web account, real-time insights can be gained at every level - whether that’s across the UK at ‘Head Office’, regionally, or down to individual locations.

TouchOffice Web gives so much flexibility and can be configured so Bob & Berts’ owners have a customised dashboard that

shows them what they want to see, where they want to see it. From the 200+ default reports, information is available to them within just a few clicks on every aspect of their business such as profit and loss, transactions, stock levels, product sales, clerk sales and so much more.

IBS is in discussion with Bob & Berts to further evolve the ICRTouch ecosystem in place, including additional products.

They’re planning to install SelfService at the next Northern Ireland location and are considering implementing ByTable to support the full system.

