Hospitality Management Software

Process & Hardware Introduction

The Trustee For The Help You Unit Trust
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A.B.N. 78 962 339 138

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SHOPPING LIST FOR I.T. SERVICES

Item / Service Description   Required?   Qty

POS Hardware
POS Terminal(s)   ☐   _____
POS Receipt Printer(s)   ☐   _____
POS Cash Draw(s)   ☐   _____
iPad(s)   (Apple account setup)   ☐   _____
Server   ☐   _____
Microsoft Terminal Server Licence   ☐   _____

Office Hardware
Laptop   ☐   _____
Office PC   ☐   _____

IP Video Camera(s)   ☐   _____

IP Telephone(s)   ☐   _____

Data Cabling   ☐   _____

Domain Registration & Hosting   ☐   _____

Microsoft Office 365 Business
Outlook/Word/Excel/Powerpoint   ☐   _____

Email Accounts via Office 365 Exchange   ☐   _____

Misc Software
DynUpdater   (allows for static address for dial in server sessions)   ☐   _____
RDP Guard   (to protect non authorised dial in server sessions)   ☐   _____
Crashplan   (cloud backup of POS data)   ☐   _____
Anti-Virus   (software to detect viruses)   ☐   _____

BOSSII Proposal

BOSSII is not just a point of sale program, because it also includes features such as:

- ➢ Tailored and fully costed Rostering
- ➢ Shift budgeting – Sales & Labour Cost
- ➢ Full Stock control – including Purchase Orders & Electronic Stock-take
- ➢ Unlimited Pricing Policies for individual or group products
- ➢ Bookings & Function Management
- ➢ Full security including access level management & audit trail capture
- ➢ Reports tailored by option choices
- ➢ BOSSII mail, allowing communication to be improved between employees
- ➢ Automated daily, weekly or monthly email reporting to nominated persons

All of this means BOSSII is more than just any other point of sale program for the Hospitality industry.

The quote we typically include is for a combination of both hardware required to run BOSSII at your site & BOSSII software that will be licensed and supported on a monthly rental agreement from Help You Pty Ltd.

We acknowledge that you would prefer one contact point for all issues whether hardware or software related & we offer you our contact details as first point of contact.

We have a 1300 number (1300 805511) for 24/7 emergency support and fully monitored email for all other non-emergencies. We will handle all issues & contact your hardware supplier and/or their preferred hardware repair agent if there are hardware issues that are beyond our software control or telephone support.

Much of the POS equipment is supplied and sourced from Senor Technology. Senor are a specialist hospitality technology company who supply many of the large hospitality chains in Australian including Subway and Hungry Jacks.

Senor specialise in equipment for this industry offer warranties of 3 years on their POS terminals. This is one of the best warranties on the market currently for POS terminals. Senor's national head office is located in Brisbane, meaning spare parts and warranty claims can be carried out simply and quickly.
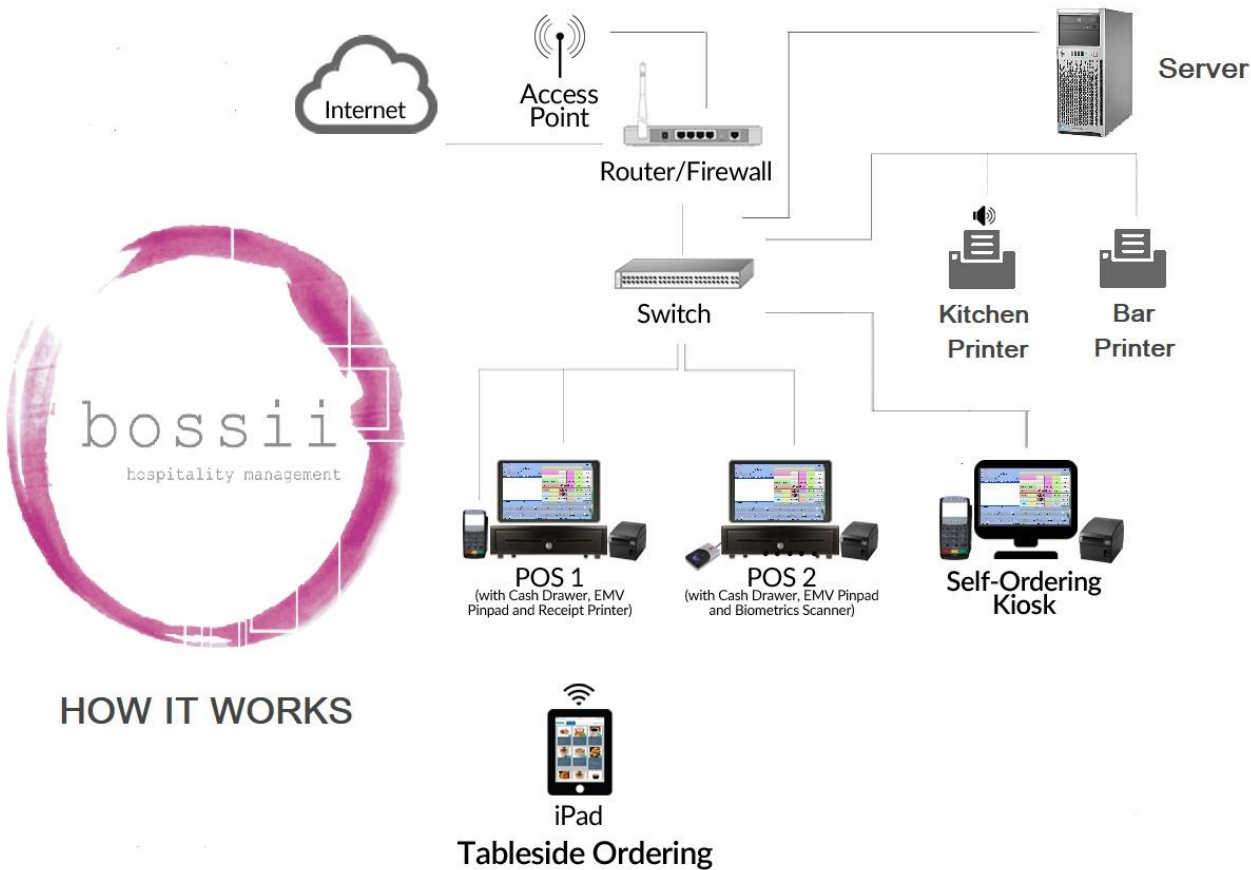
Here at bossii we want to educate you as to what you would be receiving in a quote.

You need to know why we specify the IT products that we do because it is your venue after all that benefits.

You make coffee, food & delicious drinks. We at bossii have no idea how to make these items however when it comes to setting up Hospitality IT networks you are now talking to the specialists, just like you, in our respective fields.

Below is an education piece on items that play a part in bringing you and your clients closer to a more fruitful relationship.

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TYPICAL HOSPITALITY IT NETWORK

For an effective Hospitality IT solution to work seamlessly a number of devices (shown above) are required to operate together to manage the entire process.

There are many IT buzzwords that you may start to hear and read about. We don't expect you to know what they all are, so below we have defined many of them so you start to understand what it is you are purchasing.

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Internet

The absolute first task that an operator needs to complete when opening your venue is to source your internet connection from your Internet Service Provider (ISP) of choice.

Reason being is that many ISPs are often not working on a timeframe that Hospitality operators work on and therefore it is best to secure an Internet connection as soon as is practically possible.

Access Points

An Access Point is a networking hardware device that allows a Wi-Fi device to connect to a wired network through its own wired connection to the network.

These devices are required if the user requires iPads as an ordering device or to allow staff, owners or clients to use Wi-Fi within the venue.

Router & Modem

The router is a piece of network hardware that connects a local network to the Internet

In short, your router creates a network between the computers in your venue, while your modem connects that network—and thus the computers on it—to the internet.

When you connect to Wi-Fi, you're really connecting to your router, which forwards traffic between the internet and your computer.

Many internet providers offer a combined modem/router unit that performs both these functions in one device.

Switch

Switches are devices that are helpful when you need to use more ports on your network than your router has available.

Switches are the equivalent of what a multi-point power adapter is for the single power point. They simply allow for more devices to connect.

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Speeds on switches are now as an industry standard operating at gigabit speed, meaning 1,000Mbps (megabits per second). However, speeds are only able to be reached when the gigabit switch is used in tandem with a gigabit router. Therefore it is important that both devices are correctly specified.

The previous generation of switches were working at speeds of around 10 times slower than what is current and those were called 10/100 Mbps "Fast Ethernet". These older generation devices should no longer be used in any modern IT network setting.

Server

A server is included as the main hub between POS terminals, iPads and printers. The server acts as the primary data source machine for all best practice installations. Bossii is usually directly located on the server and all other machines then make requests to the server for information.

The advantages of a server are that you have a machine that is fit for purpose because the specifications of the machine will manage the entire POS side of your business in an efficient and comfortable manner.

Using Windows Server operating system allows a server to allow for offsite dial in sessions enabling users to work on the POS from remote locations. The amount of dial in licences that are purchased initially from Microsoft come down to how many sessions are required, at any one time, that remote users will be connected to the server.

A server usually has some fail safe redundancies built in so that if any hard drives fail, a simple process to continue operations is available.

On all machines that allow access to remote users, bossii will include programs to stop potential hack attempts and also install anti-virus for these machines. These will be included in your quote.

Data Host

A data host machine is included as the main hub between POS terminals when it is unviable to include a full specification server or when the venue requires a simpler solution to manage the data process without compromising all of the features of using a server.

Data host machines are generally less endowed in terms of performance and speed but are still able to manage the daily operations required as a data hub to a level required for smaller installations.

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The level of failsafe redundancies are limited to onsite or off site back-ups only which then would require to be activated at time of request.

On all machines that allow access to remote users bossii will include programs to stop potential hack attempts and also install anti-virus for these machines. This will be included in your quote.

NAS

A Network Attached Storage (NAS) device is basically a computer data storage machine that connects to the network providing data access and back up to a group of clients.

NAS devices remove the responsibility of file serving from other servers on the network and allow for another form of back up redundancy in case of Server or Data Host corruption / damage / loss.

UPS

An Uninterruptible Power Supply (UPS) is a device that supplies battery backup to other machines in the event of a power failure. The UPS sits between the wall power socket and any device that requires a battery backup in case of power loss.

Generally UPS devices only allow for a limited amount of power backup to enable a proper shut down of the devices connected to the UPS or to cover for power loss of less than 15 minutes or so, depending on the size of UPS utilised.

Eft devices

These are devices that are procured from either your business bank partner or from companies such as Tyro that manage the credit or debit card process.

Things to consider here are if you require your EFT devices as
- Standalone ie: User enters the dollar value of the transaction manually into the EFT device, or
- Integrated ie: BOSSII passes onto the device the dollar amount automatically and customer just has to tap or enter card and pin number.

Through both Tyro and the banks merchant facilities you have the choice to complete either method of connection.

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Cash Draws

Cash Draws are required only in instances where cash as a tender is required.

Dot Matrix Printer

These printer devices are often placed in back of house positions such as kitchens where heat and grease can be an issue. These printers can allow for multiple page printing options from the one printer.

Thermal Printers

These printer devices are often used in places like bars and front of house positions where a single printing copy option is required and where clients may take a copy back for themselves. These printers are always single paper printing but can print multiple copies of same print job where required.

POS Terminals

The POS terminals come in many styles and configurations. When designing your POS configuration, we will specify the type of terminal we feel will best suit your site. Terminals can be counter based, pole mounted, wall mounted or hung from ceiling

Screen sizes range from 10" through to 17" screens and the computer specifications within can also vary depending on the sites requirements

All bossii specified machines are installed with a full version of either Windows 7 or 10 Pro rather than our many competitors who specify the cut down version of Windows to save cost but this also reduces the future usage of other features on your POS machines.

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iPad Wireless Ordering

If the venue requires wireless ordering devices, bossii recommends and supports the use of iPad Minis as the device of choice.

Through our extensive testing, bossii has found that the iPad has the best touch screen ability along with the best battery life of all tablets on the market.

iPads can only be connected when your Server or Data Host has Windows Server as its operating system and will require Microsoft licencing to operate to enable connection from the data machine to the iPad.

Access to Bossii

Bossii is secured by a myriad of different accessibility options.

The simplest and most cost effective solution is to use numeric numbers to access both the POS and Admin. Security with numeric numbering is poor however changing your code on a regular basis makes it a little better.

Proximity RFID scanners can also be used whereby the venue purchases proximity tags and users can use them along with a proximity RFID scanner to enter bossii POS or Admin. This is a very good middle of the road accessibility option that has some initial costs however a better security provision than numeric numbers has.

Biometric fingerprint scanning can also be used whereby a user purchases biometric scanners and licences that allow the user to scan a fingerprint prior to gain entry to bossii POS or Admin. Security is by far and away the best for access however costly to initially install.

Should you have any questions on any of the devices discussed above,

please feel free to contact us for further information.

Regards

BOSSII Team

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