Point of Sale replacement

May 2018
Current State

- Current Micros system was purchased back in 2011
- It was our first integrated system, bringing us into the 20th century
- Network of machines linking back to a central server
- Original cost was $250k
- Machines are now breaking down regularly
- Costs to maintain are $30,000 annually
- Service, since Micros was sold to Oracle in 2014 has been awful
- Current machines are out of production, so spare parts is now becoming an issue
What we are looking for

- Speed of service
- Reliability
- Variable options for service contract
- Locality
- Dependability
- Ability to grow with our needs
- Integration with all our current programs
- Ease of use for both staff and customers
- The need not to be sold off to a brokerage type company such as Oracle
- The ability of an in house loyalty/meal card to be established
- Table Service
Options Considered

- Touch bistro
- Light speed
- Toast
- Royal Server
- Ncr
- Wasp
- POS Canada
- POS Bistro
- InTouch
- PosiTouch
- Volante
- Squirrel
The top Two

- Of our two top picks one was AM/PM Positouch System which fit most of our criteria but the overall feel of the company, equipment, and service was where it fell short.

- Our other contender, Squirrel, has been the main focus for the past month and hits everything we are looking for:
Why Squirrel?

• Based in Vancouver since 1983 so Head Office is here
• Local support and service is in Vancouver
• Integrates with every program we have: Optimum Control, Great Plains, Eigen Development, ADP, Ceridian
• System works same way as Micros so no new wiring needs to be done
• Ease of programing and use which cuts training time with every student
• Will be able to maintain our online stores with bigger menus and promotions
• Compatible with Eigen for a Student Meal Card as well as loyalty cards
• Table Service
• Service contract has 4 options so cost drops by 40%
• Have no plans of selling company
• Business has grown 18% last two years, some of that attributed to switching companies from Micros to Squirrel
The Cost

- 22 workstations with Peripherals (software, printers)
- 2 Tablets
- 1 Server
- 1st year Maintenance

Total cost: $156,808
But...

Added Benefit of the Change

• Replace the UBC Card with AMS Card
• Annual saving : $85,000
• Approx 20% of our customers utilize the UBC card
• Research shows that customers will use an alternative card if UBC Card not accepted
Source of Funds

• Capital cost would be amortized over 5 years, so $31,362 per annum
• Initial cost would come from Capital Projects Fund
• Related business contributions flow back to Endowment Fund, interest from which goes to finance Services
• Implementation is 6 to 8 weeks for POS

• For AMS Card, it is 12 weeks
WHO  HOW  WHAT
WHEN  WHERE  WHY