



# 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 20<sup>th</sup> 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 programming 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
- 1<sup>st</sup> 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

# Timeline for implementation



- Implementation is 6 to 8 weeks for POS
- For AMS Card , it is 12 weeks

WHO HOW WHAT  
WHEN WHERE WHY