



YOUR FREE BUYER'S GUIDE

Digital Transformation in Hospitality Technology



TECH BUYER'S GUIDE

Let's be honest. There's never a perfect time to switch tech providers, especially in hospitality where trading conditions are volatile and societal expectations are high. However, that doesn't mean you should stick with your outdated systems and fractured tech stack.

But what does a new EPOS rollout entail?

Our team has put together this essential hospitality technology buyer's guide to explain every step of a tech implementation, what you should look for in a new provider, and how to make your transition as smooth as possible.

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WHY SHOULD YOU MAKE THE SWITCH

UPGRADING YOUR HOSPITALITY TECHNOLOGY MATTERS

You might have considered switching or updating your technology before but ultimately decided it was too much hassle or would cause too much disruption to your team and business. Well, what if we told you that in this era you can't afford to hold on to outdated processes and old tech?

With the significant changes to national insurance contributions, minimum wage, and business rate, the future for many hospitality businesses looks challenging. Costs continue to rise with no reprieve in sight.

This is where modern technology can help. Having automated processes, simplified front-of-house tasks, and in-depth data can save you money in long run.

Here are some ways you could be **losing** money

- **Slow transaction processing**
- **Lack of essential integrations**
- **High levels of wastage that isn't tracked**
- **Not working with the best price suppliers**
- **Outdated EPOS slowing down your FOH team**
- **Administration tasks that take hours to complete**
- **Not enough data insights on business performance**
- **Inability to calculate the best sales prices for items**

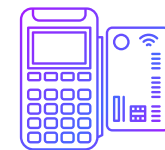
ASSESSING YOUR CURRENT TECHNOLOGY

WAYS TO CONSIDER

Before you go headfirst into supplier research and quotes, it's essential to assess your current technology setup. Not every aspect of your tech stack will need replacing and there will probably be areas for new tech that you haven't even considered yet.

But what's the easiest way to do this?

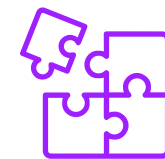
Draw out your current tech like an ecosystem, with 3 layers



On-premises hardware, such as EPOS or Kiosks



Management software, such as business reporting tools or inventory platforms



Integrations, such as payment providers or reservations



Tech Tips | Customer-Centered Approach

Another way to do this is to map out your current customer journey and where each part of your tech stack comes in.



✓ **Here's simple checklist to evaluate your current tech stack and future needs**

List all your current providers, the tech you use, and which operations the tech supporters (for example, POS for front-of-house)

Score each provider on areas such as tech efficiency, longevity, support provided

List areas where additional tech would improve operations

? **Questions to consider**

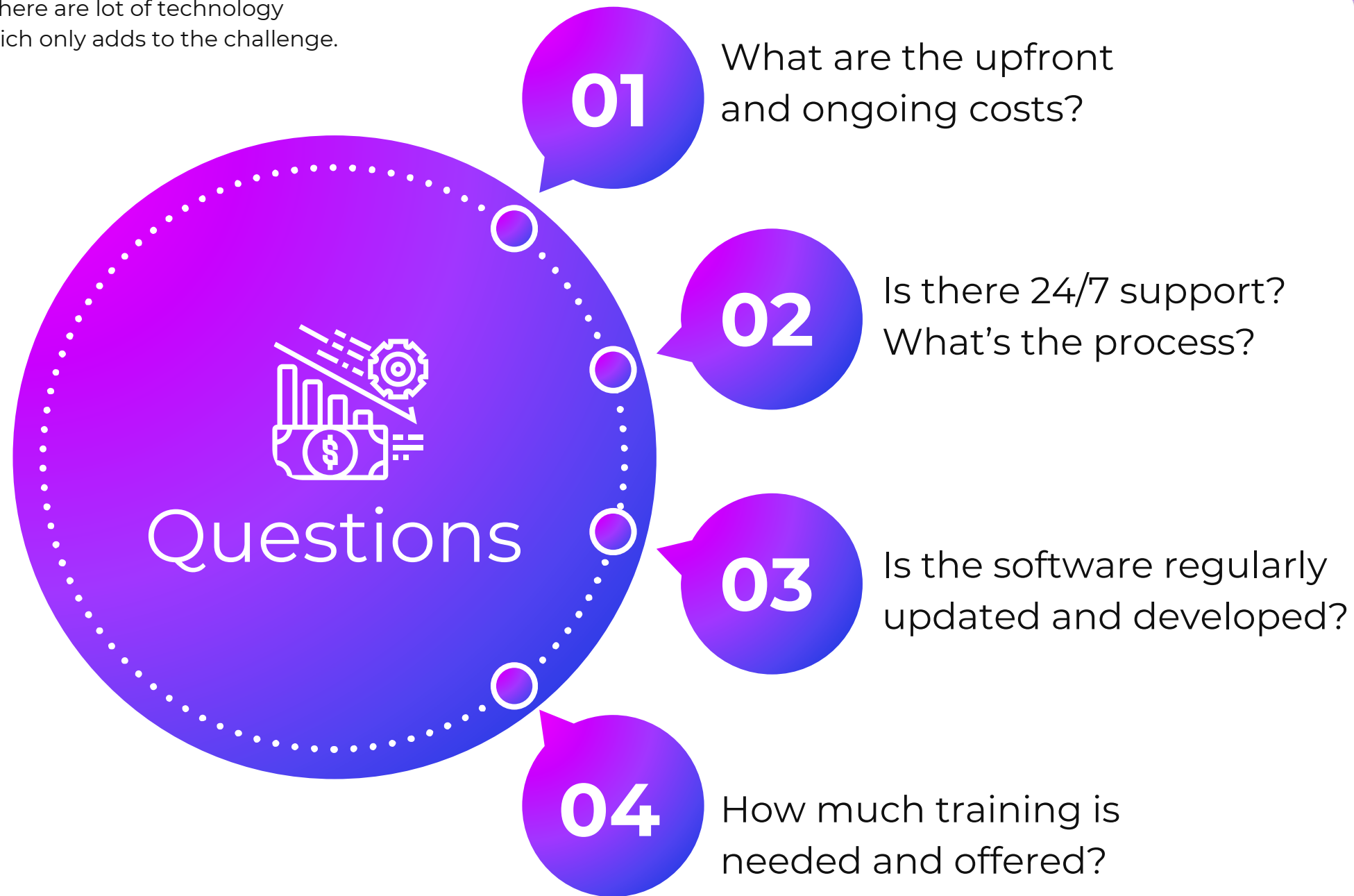
1. Is everything easy for my teams to use?
2. Have my staff complained about any tech?
3. Is my customer journey as convenient as possible?
4. Do I have access to comprehensive and reliable data?
5. Are there any bottlenecks slowing down essential processes?
6. Have my customers complained about slow services or long queues?

UNDERSTANDING PERKSS SOLUTIONS THE COMPREHENSIVE TECHNOLOGY ECOSYSTEM

Once you've decided to upgrade your tech stack, you'll research and reach out to potential new suppliers. There are a lot of technology businesses in the hospitality sector which only adds to the challenge.

We've got over 10 years of experience in delivering leading hospitality tech stacks. We've heard it all when it comes to questions from potential customers, and these are some of the essential questions you should be asking a potential partner.

Our innovative hardware and software solutions are developed in-house, with multiple dev teams working across dedicated areas of tech and integrations. We also have highly knowledgeable trainers and consultants who work with our clients during rollout and are available throughout the partnership and onboarding.



“Our technology is highly adaptable. Choose the tech you need for your business model, tailor the system to your services style, and easily integrate with the systems you already use.”

Perkss Tech



Operation Command

Commission free ordering, Bookings, Automated kitchen flows, and stock engineering.



Financial Fluidity

Instant digital wallets, unified payment ledgers, and remote billing.



Growth Automation

Automated "Gratitude Loops," NFC loyalty, and CRM-driven re-engagement.



Data Ownership

Knowledge is a right, not a subscription. We ensure total data sovereignty—un-gated, un-siloed, and fully accessible to you and your business.

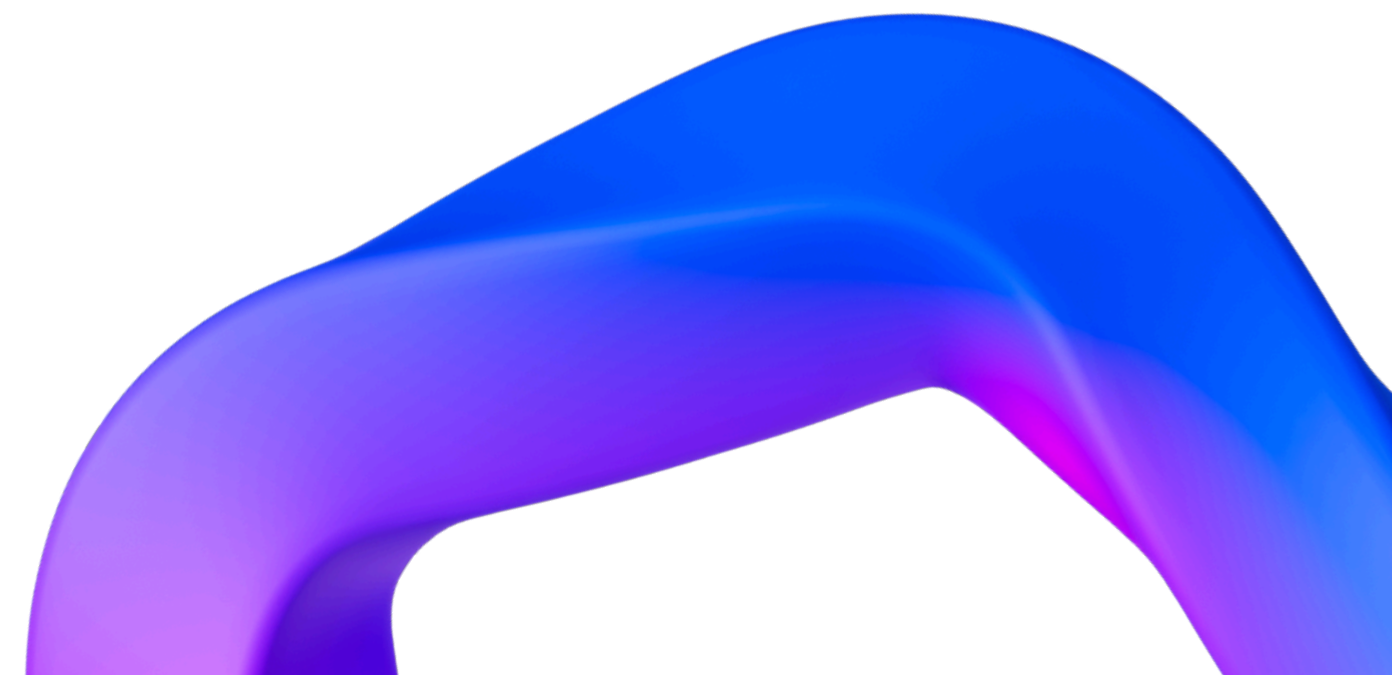
THE SWITCHING PROCESS

HOW TO TRANSITION TO PERKSS SMOOTHLY

Making the decision to change suppliers and finding a supplier is usually the easy part of the entire process.

You've signed the contract and highly trained teams that work with you every step of the way. Here's our typical process.

At Perkss, we have dedicated and highly trained teams that work with you every step of the way. Here's our typical process.



THE SWITCHING PROCESS

1 | Consultation & Needs Assessment

Our solutions consultants are highly knowledgeable and focused on determining the ideal digital strategy and hospitality technology for your business.

Outline your current needs and future goals and together we'll identify how our EPOS Enterprise, and integrated technology will add value to your business operations.

2 | Customization & System Designs

Our expert system delivery team considers every detail of your products, functions, and visual aesthetics to create customised POS designed to fulfil your business needs. We work closely with you to ensure your new system is set up exactly how you want it.

Our cloud-based management tools are pre-configured with all your data, ready for you to take control and streamline your operations from day one.

THE SWITCHING PROCESS

3 | Implementation & Installation

During the implementation of your new system, our project managers will be your main point of contact throughout the deployment process. Your assigned project manager will work alongside you and your team to plan your project, ensuring all necessary provisions are in place and that the finished outcome meets your objective.

4 | Training

Our training team will ensure time is spent with you and your team to teach you how to use all the functions of your new system.

Our training team has specialists who focus on specific solutions, such as our stock management module. You'll be trained by staff with a complete understanding of your new system.

THE SWITCHING PROCESS

5 | Account Management

Our experienced team of account managers are your dedicated, trusted advisors, helping you get the most from your investment and grow alongside our ever-evolving suite of product and integrated partner feature and functionalities. Their passion is understanding your operations and sector, proactively identifying opportunities with you to solve business problems. Whatever you need, your expert account manager will be on hand to deliver.

6 | Ongoing 24/7 Support

Our in-house support teams cover all technical software and hardware support. We have 1st Line, 2nd Line, 3rd Line Development, Integration and stock support teams. Perkss EPOS is installed with remote access, meaning our technicians can solve any issues or make changes over the phone. We're available 24/7, 365 days a year, ensuring you are always trading and supported by best-in-class after-sales care.

“Alongside this, we have in-house development teams which not only continuously work on improving and updating our products but are also available to you for any bespoke developments required.”




KEY CONSIDERATIONS FOR BUYERS

The key to right tech stack is balancing operational performance with long-term business goals. Your hospitality technology should support growth, enhance guest experience, and deliver tangible ROI

Here are the top four things our expert say you need to consider before purchasing any hospitality tech solutions

Cost Efficiency




It's increasingly important to look beyond upfront costs and to focus on the total costs ownership and long-term operationsla gains. Modern hospitality technology must delivery.

-  **Operational Streamlining:** Automation of manual tasks (e.g. stock control, reporting) that reduce labor hours and human error.
-  **Revenue Growth Enablement:** Features like dynamic upselling, integrated loyalty, and data-driven promotions to ioncrease average spend per customer.
-  **Lower Cost of Downtime:** Systems with offline functionality or fail-safes reduce lost revenue during outages.






Scalability

As your hospitality business expands, whether through franchising, acquisitions, or organic growth, your technology needs to keep up

-  **Multi-Site Management:** Centralized dashboards and complete control of pricing, menus, and reporting across all venues.
-  **Flexible Configurations:** Adaptable setups for different venue types or service models within the same group.
-  **Future Ready Architecture:** Cloud first systems that support additional modules (e.g. self service kiosks, mobile ordering) as business needs evolve.

Integration Capabilities

The ability to connect to wider technology stacks is essential. Siloed systems create inefficiencies and data blind spots.

-  **API-First Approach:** Open integrations with leading platforms (e.g. accounting, CRM, delivery aggregators, reservations, loyalty).
-  **Unified Data Flow:** Real-Time syncing that enables actionable insights and eliminates duplications across departments.
-  **Operational Harmony:** Fewer compatibility issues, less reliance on manual workloads, and a smoother customer and staff experience.



Customer Support

Even the best systems are only as good as the support behind them. Perkss prioritises proactive and accessible services.

- **24/7 Support:** Quick resolutions to minimise disruptions during peak service hours.
- **Dedicated Account Management:** Strategic partnership with a focus on optimisation, training, and system evolution.
- **Onboarding and Ongoing Trainings:** Ensure staff are confident and capable, leading to smoother adoption and fewer support queries.



Perkss

BUYER'S GUIDE

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READY TO **TRANSFORM** YOUR HOSPITALITY OPERATIONS?

Whether you're managing a single site or a multi venue group, the right technology partner makes all the difference. At Perkss, our comprehensive ecosystem supports the three key operational pillars every hospitality venue needs: powerful on premise tools, intelligent cloud-based management, and seamless integrations.

Let's build a future-proof tech stack together, one that streamlines services, empowers teams, and drives growth

Discover how Perkss can elevate your operations!

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