



“The excellent relationship Compass has with MCR has also enabled us to tailor the centrally controlled management & polling software to meet our needs. The result is an efficient & effective system that is relatively simple to operate & maintain.”



Select Service Partner chooses MCR Systems to provide EPOS

The TX-850 Touch Screen terminal met the requirements of SSP due to its compact design, robustness and ease of use.

The Requirement

Select Service Partner is part of Compass Group, operating within the travel, retail and leisure sector, providing well known brands such as Burger King and Upper Crust to over 50 airports and 180 railway stations.



MCR Systems was invited to present its range of products and services to Select Service Partner, who were looking for a robust solution for the railway stations, which could centrally manage and control the various brands that they operate.

The Solution

The Uniwell TX-850 was soon identified as the robust yet flexible Touch Screen POS solution to use at the sites. After a specification document was compiled, a system was installed at the Pumpkin unit at Slough railway station. This was a huge success and as a result, eight further systems were soon installed across different brands, at stations throughout the United Kingdom.

Matthew Rea, Systems Director from Select Service Partner says,

‘Uniwell offered a unique solution by embracing the features normally associated with a PC based POS in a firmware solution with all its associated benefits of high reliability and low running costs.’

He continues,

‘The Uniwell TX850 offered us a good fit solution. It has enabled us to achieve a uniform approach to both managing POS and analysing our journal data at a very effective cost. MCR performed an excellent job in deploying the hardware and tailoring the central software to fit our exact requirements.’

To run in conjunction with these installations, a second specification document was drawn up to ensure the Head Office software had sufficient database capability to manage 500 POS, and provided multi user access which was critical for maintaining the various brands and regional variations. Secondly, a user-defined schedule of times for communicating to the units was required, to ensure efficient collection of data and downloading of updates such as product and price changes.

Compass Group carried out independent and rigorous testing of the software, following which, an order was placed by Select Service Partner for a further 250 POS.

‘The roll-out of the hardware was completed by MCR with minimum disruption to the units and they provided the flexibility to respond to those short notice changes of schedules that occur in the environment of an ever changing estate. There has been a lot of positive feedback from the units in relation to both the installations & the training.’ says Jonathon Watts, Compass Project Manager.

Conclusion

Commencing in October 2002, the four month roll-out was implemented by an efficient MCR Systems deployment team, adept in the installation of such technology and the related project management, staff training and after sales support.

SSP has successfully integrated its own Data Warehouse software to interpret the electronic journal data collected from the POS, producing critical reports to the business and providing improved fraud analysis.

