



# POS Success Blueprint

## Guide

# We know

We know first-hand how critical it is to regularly review your POS system. Technology progresses quickly - last year's system may leave you behind competitors today.

Regularly assessing your POS system is important to avoid falling behind in an incredibly competitive market. An outdated or misaligned POS can cost you sales, customers, and growth opportunities.



This guide provides a structured approach to evaluate if your current POS still meets your needs or if deficiencies exist that warrant an upgrade.

## **We'll cover:**

- The high cost of ignoring POS limitations
- Strategic areas to analyze and grade your system
- Tools to quantify POS performance
- How to align POS with future growth initiatives
- Determining if POS upgrade ROI exists
- Finding the right POS technology partner

Follow this process to ensure you have a strong POS foundation capable of powering your continued success.

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# The High Cost of **POS** Complacency



It's tempting to stick with the status quo, but a lagging POS can seriously hurt your business.

## **Outcomes can include:**

- Losing customers to faster and more convenient competitors
- Abandoned online or mobile orders due to integration issues
- Up to \$100,000 annually in lost sales according to POS industry research
- Negative reviews stemming from long lines or order errors
- Inability to quickly add new customer-pleasing capabilities

By identifying gaps with your current POS, you can quantify risks and make an informed decision on next steps.

# Assess Alignment With Feature Needs

Compare your POS against your most important capabilities. Use a 1-10 scale to grade how well each is delivered:

**1** Do you offer flexible, convenient payment options like text-to-pay, QR contactless and mobile?

Grade: (1 to 10) \_\_\_\_

**2** Can you easily collect customer data through your current delivery services to retain for marketing?

Grade: (1 to 10) \_\_\_\_

**3** Does your current system integrate loyalty programs, gift cards, and targeted promotions?

Grade: (1 to 10) \_\_\_\_

**4** Can you capture customer details and history to create personalized experiences and foster strong customer relationships?

Grade: (1 to 10) \_\_\_\_

**5** Can it smoothly handle all order types like dine-in, takeout, and delivery?

Grade: (1 to 10) \_\_\_\_

# Assess Alignment With Feature Needs

6 Does your POS offer integrated online ordering and delivery management?  
Grade: (1 to 10) \_\_\_\_

7 Does your POS provide organized catering management tools?  
Grade: (1 to 10) \_\_\_\_

8 Does it provide inventory real-time tracking and automation like low stock alerts?  
Grade: (1 to 10) \_\_\_\_

9 Can you extract meaningful business insights with customized reports based on time, product, and suppliers?  
Grade: (1 to 10) \_\_\_\_

10 What staff management capabilities like shift scheduling, payroll, performance tracking are included?  
Grade: (1 to 10) \_\_\_\_

# Reflect on



Reflect on each checkpoint and honestly assess your current system against these questions.

Take note of areas where improvements can be made and envision the potential enhancements needed to take your business to the next level. Remember, this is your journey to unlocking the true power of your POS system.

**Enjoy the ride, embrace the opportunities, and get ready to fuel your business's success!**

# Evaluate Performance Metrics

Track key criteria like system uptime, transaction speed, and ease of use:

- Sales processing time:  
\_\_\_ sec/transaction
- Weekly system crashes or freezes:  
\_\_\_ # instances
- Employee satisfaction rating:  
\_\_\_ 1-10 scale

Establish baselines, then quantify improvements an upgrade delivers in these KPIs.

# Align With Growth Initiatives

Consider upcoming business objectives that may require advanced POS capabilities:

- New location(s) - Unified data and reporting?
- Adding delivery - Integrated order management?
- Loyalty program launch - Flexible promotions and enrollments?
- Catering expansion - Dedicated tools to fulfill large orders?

**A future-proof POS enables scaling without friction.**



Upfront software, hardware, and integration costs must be weighed against:

- Labor cost reductions through improved efficiency
- Revenue increases from faster transactions and insights
- Customer retention gains by offering modern experiences
- Software cost savings compared to monthly fees

An upgrade that provides even **15% labor cost reductions** often nets positive ROI in the first year.

**Assess  
Upgrade  
Cost/ROI**

**With your POS thoroughly evaluated, you can make the best decision on next steps:**

- Immediate upgrade if your POS falls critically short
  - Wait and reassess if still reliably meeting current needs
  - Explore better aligned POS options if meaningful gaps exist

**Immediate upgrade indicators:**

- Constant performance issues disrupting operations
- Missing features critically needed for growth goals
- Advantageous new POS offerings providing superior ROI

**Wait and reassess signals:**

- System still reliably meets current needs
- No major feature gaps blocking objectives
- Costs outweigh benefits for now

# The Path Forward



For help determining if a modern POS like iPos is right for your business, schedule a free consultation.

We can walk through your evaluation together and map out a focused upgrade plan tailored to your needs.

At iPos, we provide modern point-of-sale solutions designed to simplify operations and help businesses succeed.

Our innovative POS system goes beyond transactions to offer robust features including streamlined order management, integrated delivery options at no cost to your business, powerful marketing tools, and flexible payment processing, all with no monthly fees.

Request a demo today and discover if iPos is the perfect fit for you.  
No strings attached.

Request your  
**demo now**



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