



**Robust, feature rich
EPOS systems built for
your business...**



THE COMPLETE EPOS SOLUTION
NORTH WEST BUSINESS MACHINES



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01 Why North West Business Machines?

We will consult, detail specifications, project manage, install, train and support your new EPoS system. Our product range is completely modular, making it easy for you to get exactly what you want without paying for more than you need.

“ I am really pleased with our new system. I'd like to thank you all for your help ”

Stork & Alphabet Clitheroe

- Established in 1971
- All EPoS systems are fully configured to your exact requirements.
- We have no annual software licences. Once purchased, the software is owned by you outright.
- Our solutions suit all business types, sizes and budgets.
- We only use Branded Hardware & Software to ensure compatibility.
- We provide cloud based POS solutions, meaning access to your solution from anywhere.
- Expert advice from staff with inside knowledge of your industry.
- Modular Systems scaled to your business so you can build your solution as your business grows.



The NWBM Promise

We will not take your business for granted

**We will explain everything in as much
detail as you need**

We never oversell

We guarantee excellent value for money

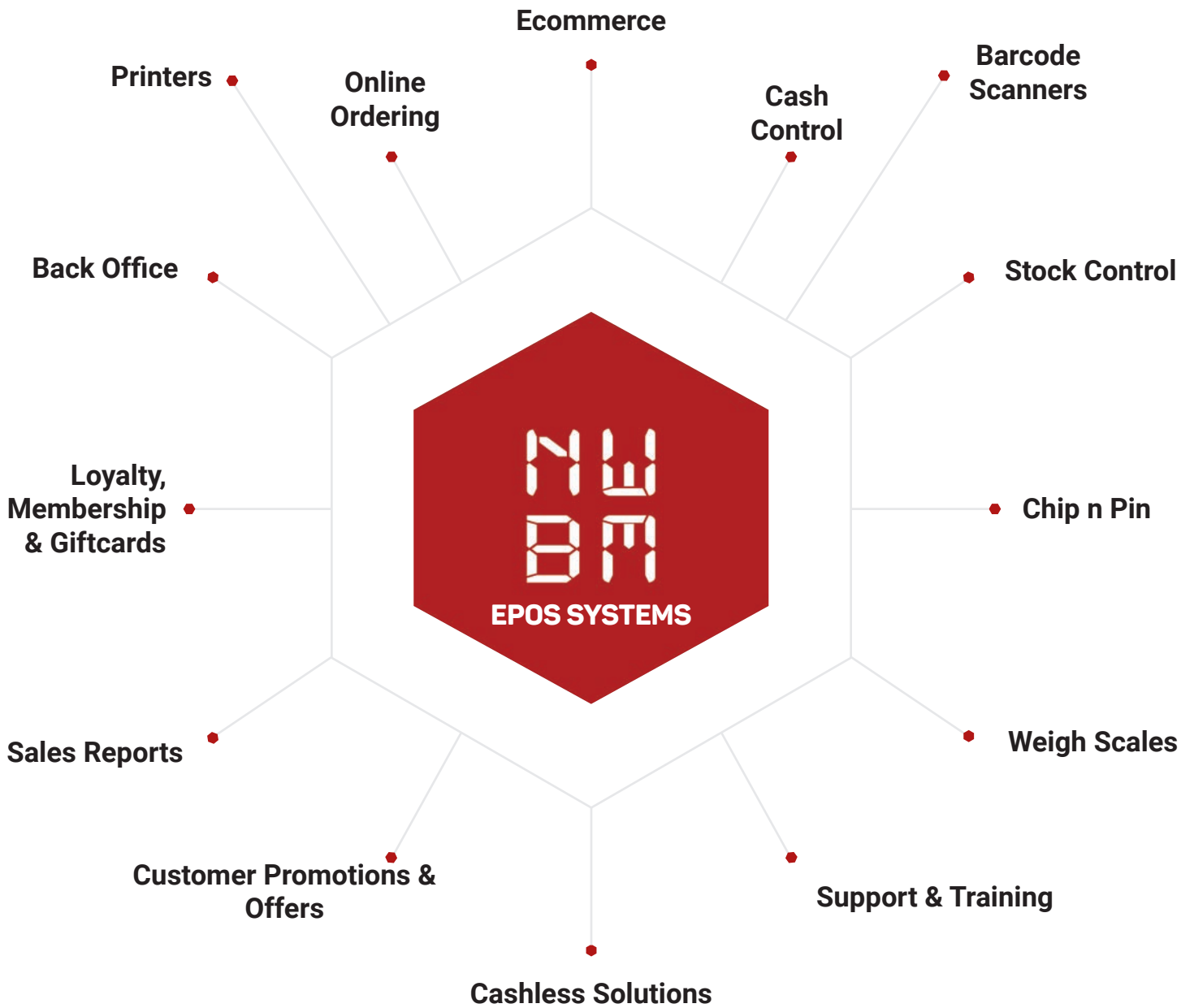
**We will try to beat any like for like
genuine quote**

Come and meet us you will not regret it.



Anthony Hanson-Mahon
Managing Director

02 At NWBM We Will Take Care of Everything



03 Support

Our Support Team

We offer care, maintenance and support packages to help minimise EPoS downtime and prevent costly disruptions to your business.

“ Since the installation of our first till we’ve been impressed with NWBM’s rapid response and excellent customer care, especially at times of short notice ”

The Emporium

Providing EPoS support for 45 years, we understand that no two businesses are the same and pride ourselves on displaying exceptional knowledge in the retail, hospitality, leisure and education sectors, helping to provide EPoS support specific to your business requirements.

In House Engineers

From your first point of call you’ll speak directly to one of our expert in-house engineers, so there’s no need to worry about being passed from pillar to post.

Instead, we’ll deal with your issues straight away, in a timely and efficient manner, helping to reduce costly downtime.

The North West’s EPoS Support Specialists

Our EPoS Support engineers cover the whole of the North West, including Manchester, Liverpool, Leeds, Bolton, Lancashire, Cumbria, Cheshire, Merseyside, Yorkshire and beyond!

So if you’d like the peace of mind of around the clock support for your EPoS system, call our team of expert in-house engineers today on 01254 881177.

- ✓ Support from 9am-11pm seven days a week with one of our dedicated EPoS engineers
- ✓ Free 60 days telephone support included with your system
- ✓ Twelve month warranty with all hardware
- ✓ We provide 1 to 1 training and also have training facilities for group sessions
- ✓ No call centres: speak directly to our EPoS engineers

“ Thank you for your support over many years of association with Booths.”

Booths Supermarket



“In short the system does exactly what the business needed, it was competitive on price and the after care is excellent.”

Steven, The Grey Mare Belthorn

04 The Till Key Features

An EPoS System, which is tailored to suit your business requirements, is at the heart of any successful retail, hospitality or leisure business. Our EPoS Systems are flexible and can be adapted to meet your business' needs.

Training mode for new staff ✓

Configurable for individual operator ✓

On screen prompts and information for ease of use ✓

Table Plans ✓

Chip n Pin, Apple Pay & Android Pay ✓

Seamless links to Head and Back Office ✓

Cooking messages can be attached to products ✓

Multiple price levels, multi buys, happy hours, and promotions ✓



05 Retail EPOS Systems

NWBM, number one for Retail EPOS Systems.

Established more than 45 years ago, North West Business Machines specialises in custom-built EPOS systems designed to help retail businesses increase service speed, accurately manage stock levels and more.

“I would just like to say how happy we have been with the excellent service and smooth installation of the new system”

Low Sizergh Barn

Convenience Stores & Supermarkets

The perfect partner for your supermarket, a retail EPOS system will allow you to efficiently serve your customers and manage your inventory with ease.

- ✓ Increase service speed and reduce queuing times
- ✓ Easy to use and update
- ✓ Full stock control including stock countdown on specific items
- ✓ Full integrated customer loyalty
- ✓ Mix and match promotions
- ✓ Detailed business reports at the touch of a button



Off Licences

Our retail EPOS Systems have everything an Off Licence requires with added features for handling sales with age sensitive products and ladder promotions.

Specialist Retailers

Specialist retailers require specialist solutions, which is why we supply bespoke retail EPOS systems specific to you.

06 Hospitality EPOS Systems

Our easy to use, robust EPOS systems are ideally suited for busy bars, restaurants and cafes.

Tailored EPOS systems to help hospitality businesses improve customer satisfaction and streamline all business operations.

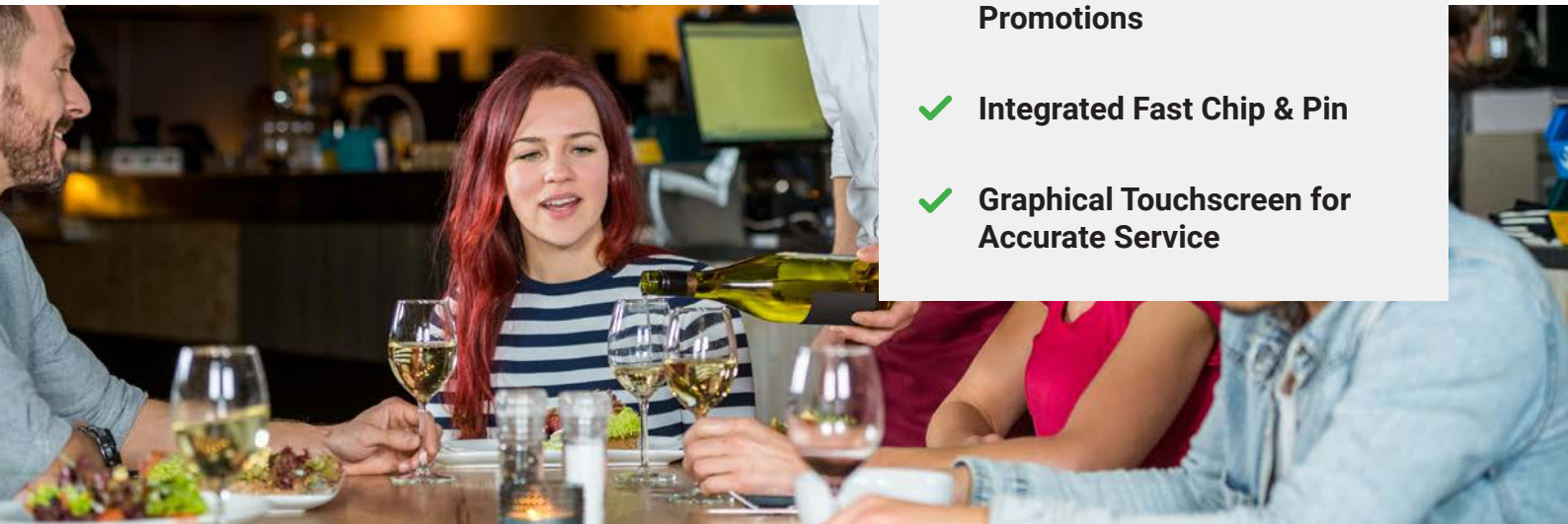
“We were able to use the brand new system as soon as it was installed and staff said this was down to the company’s great training.”

Kids Connection

Bars & Nightclubs

In a fast paced, busy environment, a robust EPOS system helps reduce queuing times at the bar, cut down on unnecessary mistakes and promote customer loyalty schemes whilst continuously monitoring stock levels.

- ✓ Live Table Plan
- ✓ Control Stock & Maximise Profits
- ✓ Split Bill By Item or Quantity
- ✓ Loyalty Schemes & Promotions
- ✓ Integrated Fast Chip & Pin
- ✓ Graphical Touchscreen for Accurate Service



Cafes & Cafe Bars

The perfect partner for your cafe, an easy to use EPOS system from North West Business Machines will enhance both your business and your customer’s dining experience.

Restaurants

With an EPOS system you’ll be able to compliment the quality of your food with efficient service.

Trusted by Names You Know

Slattery



BOOTH'S



KING
GEORGE'S
HALL



University
of Bolton



Cavendish Arms



LUNCHES · BAR · RESTAURANT
WITH ROOMS

EST. 1850
THE
PUNCHBOWL
Country Pub & Restaurant

EH
EAVES HALL
EXCLUSIVE HOSPITALITY

TONY ALMOND
home & garden

the
ROYAL
Hotel



“ NWBM have provided an outstanding service! Whenever we need assistance they’re always on hand to help, at any time of the day. We couldn’t ask for a better company to work alongside.”

Angelo’s, Preston

07 Cash Control

Closely monitor all financial aspects of your business. From product and cash reports to clerk reports, an EPoS system allows you to keep a close eye on all aspects of your business finances.

You will have a detailed record of all transactions and staff usage of the till. You are even able to allocate different user rights to staff, restricting who can perform procedures like voids, refunds and discounts. Detailed reports can be produced at any time of the day, which can be used to make informed business decisions.

08 Hand Held Order Taking

North West Business Machines specialises in Hand Held EPOS systems perfect for the hospitality industry.

Handheld ordering helps to save time, reduce costs and improve efficiency in the hospitality industry. It can help to generate up to 25% more sales. Handheld ordering is now faster, more reliable and easier than ever before.



5%

larger order value in restaurants with table ordering technology

Source: restauranttechnologyguys.com

- ✓ Speed up your service and prevent errors by directly taking orders at the table using the handheld ordering tablet.
- ✓ Easily access your table plan and promotions to improve your customer's experience.
- ✓ Ensure your employees spend more time with customers and less time walking back and forth.

“Gourmet felt confident in the transition from our old to new Epos system because of this. The customer service is excellent and their help desk is very responsive.”

Gourmet Coffee Bar & Kitchen



09 Reports

Produce reports for analysis on every aspect of your business.

Produce reports that show you which products are selling well and which members of staff are performing. Reports will show staff productivity and analyse discounts, voids and refunds. Differentiate between departments or by single items by hour, by day or month.

10 Software Specifics



Powerful and Intuitive Back Office Software

Our back office software has the facility to edit features in the till software including the touch screen layout, multi-buys, prompts and staff names etc. This feature can be made available only to operators having a certain security level.

- ✓ Produce visually appealing graphs from all sales data
- ✓ Facility to customise menus and appearance of the product screens
- ✓ Built in report generator wizard to guide the operator through the production of all reports
- ✓ Comprehensive security functions: each operator can be individually locked out of certain functions
- ✓ Full audit trail is available showing all operator activity



of restaurant owners agree that technology helps increase sales

Source: pos.toasttab.com

11 Back & Head Office Software

Advanced Features

Our software is a true multi-site, multi-user and multi-tasking product with many advanced features such as KPI's (Key Performance Indicators), full graphical analysis and a report generator. With customisable dashboards to suit different operators.

Remote Management

Schedule reports and remotely access data in the cloud all help to give you a hands on understanding even if you are hands off.

Latest Technologies

Our software makes full use of the latest software development technologies from the .Net family and also uses one of the most powerful database engines in the world - Microsoft SQL Server.

“Fantastic service would definitely recommend North West Business Machines.”

Dawsons Department Store

- ✓ Modern, sharp designs which will fit any business
- ✓ Super-fast EPOS
- ✓ Fully configured, bespoke design and operator friendly
- ✓ Highly intuitive, intelligent software
- ✓ Real time reporting



12 KPI's and Dashboards

Drive improvements in performance with a specialist EPoS system.

The purpose of Key Performance measurement is, ultimately, to drive future improvements in performance. KPI's are used to spot potential problems or opportunities.

Remember, your KPI is telling you what's going on in the areas that determine your business performance.

If the data is moving in the wrong direction, you know you have problems to solve. Similarly, if the data moves consistently in your favour, you may have greater scope for growth than you had previously forecast.

KPI's can be customised for each dashboard, the dashboard then being stored per operator. For example, a commercial manager may have a product-based screen and the finance manager might want one showing more cash-related data.

13 Product & Group Analysis

Graphical Analysis is available in many areas, giving graphical comparisons between different groups and products.

The analysis module enables you to develop graph visualization applications quickly and efficiently. Enhance your applications with sophisticated graph display, viewing and editing technologies presented in an eye-catching, intuitive graphical user interface.

“ I look forward to our continuous partnership working together since our first till system installed at space in 2001. ”

Andrew, Dough & Apotheica

You can customise both the display and the interactive behaviours of the application using industry standard components, such as toolbars and menus.



14 Stock Control

Our Stock Control Software can manage the entire product life-cycle of an item and provide a complete audit at store level, group level or down to the individual item.

It seamlessly handles Orders, Deliveries & Invoicing plus Wastages, Returns and Transfers between sites. Whether you want a simple overview or a fully auditable stock process, it is flexible enough to meet your requirements.

“ Its a pleasure working with you and your company. ”

David MD, Halperns

15 The Cloud/ Remote Management

Allows you to access information over the internet from a different computer, tablet, smart phone or other networked device.

This can be done by local server, in the cloud or we can configure for both.

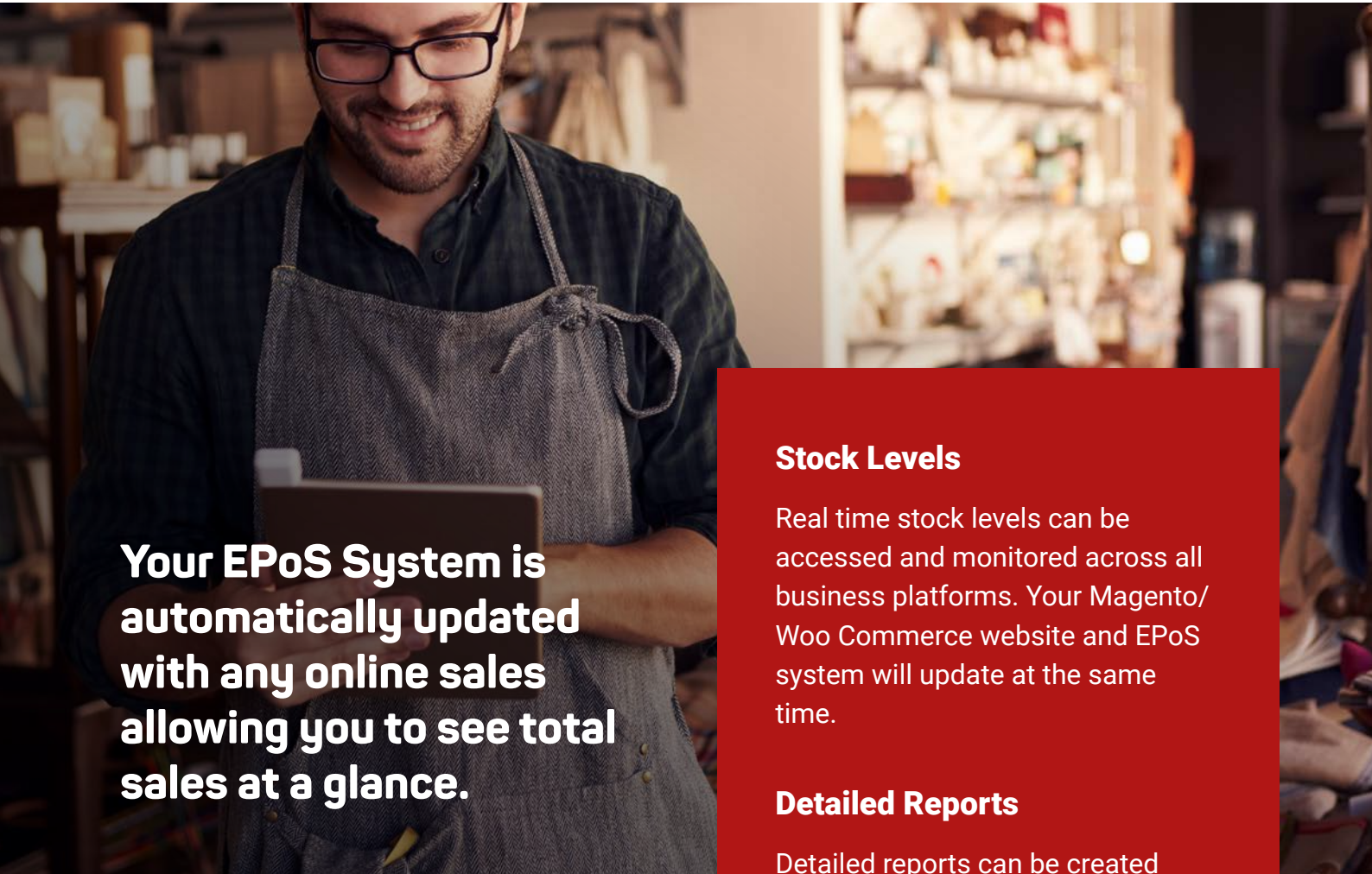


of restaurateurs list training restaurant staff as their main challenge

Source: pos.toasttab.com

16 Ecommerce

If you sell something in store, your website will automatically be updated, ensuring you don't disappoint customers by selling something you no longer have in stock.



Your EPoS System is automatically updated with any online sales allowing you to see total sales at a glance.

Stock Levels

Real time stock levels can be accessed and monitored across all business platforms. Your Magento/ Woo Commerce website and EPoS system will update at the same time.

Detailed Reports

Detailed reports can be created at any time of the day allowing you to keep track of performance. Sophisticated Ecommerce Integration technology will pull in all the relevant data from your Magento website and EPoS system.



17 Chip n Pin, Contactless & ApplePay

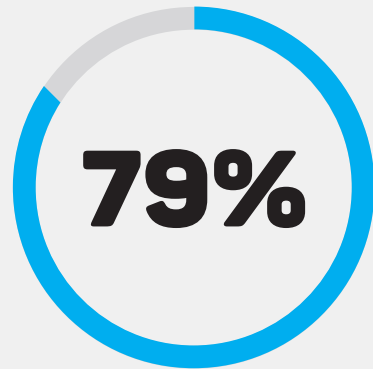
Our Integrated Chip and Pin, Contactless & ApplePay solutions reduce the time your customers spend waiting in queues.

This greatly increases efficiency at the point of service and maximises sales opportunities. Not only this, but your customer's experience in store will be improved by reducing waiting time for bills and receipts.



of customers pay for high value meals by card

Source: pos.toasttab.com



of diners agree that restaurant technology improves their experience

Source: pos.toasttab.com



18 Loyalty Software

Grow your business and keep customers coming back with specialist Loyalty Software.

It's common knowledge that it costs, on average five times more to acquire new customers than it does to retain current ones. Loyalty Software from North West Business Machines is flexible, easy to use and can be tailored to your exact requirements



80%
of future revenue will come from 20% of your existing customers

“Since we introduced customer loyalty at the Cavendish Arms it’s been working a treat, it’s an absolute godsend the customers love it and our trade has improved enormously. We use our loyalty cards to offer a host of incentives.”

Cavendish Arms, Cartmel



19 Cashless Catering



Easy to use cashless catering solutions are designed to deliver a fast and secure way for customers to complete a transaction, using funds stored on their personal prepaid account.

Perfect for schools, colleges and anywhere else with a catering function that requires cashless payments, Cashless Catering software is easy to implement and even easier to use.

- ✓ Flexible and Secure
- ✓ Increase Service of Speed
- ✓ Online Top Up Service
- ✓ Works with cards, fobs or biometrics
- ✓ Preserve the anonymity of students
- ✓ Unlimited Customer Database

“ NWBM have always responded to any requests in an extremely timely manner – particularly when I have required something at short notice. They are extremely professional and courteous”

Catering Academy Bolton University

“ I had a couple of demonstrations to be certain it was right for us and met a few members of the NWBM team prior to making my final decision.”

Harvest Animal Feeds



20 Weigh Scales

Our EPoS solutions make selling items by weight really simple, our system will calculate weight and cost for you. This leads to improved customer service and faster transactions.

We have two options available: the first is a labelling scale that produces a barcoded label which can be scanned at the point of sale. The second option is an integrated weighing scale, sending fast and accurate information to the EPOS till about how much an item weighs, so that the point of sale knows how much to charge.

21 On-line Food Ordering

Our online ordering system has been designed for multi-site food-to-go chains and independents. Manage your own online ordering and stop paying huge commission that eat into your profits to third parties.

Online Food Ordering

The advantage of having your own online food ordering website is that it will automatically collect information from your customers as each food order is placed. The system can be set to store email addresses, mobile phone numbers, names and addresses. So, with each and every order the system builds a powerful database of your customers.

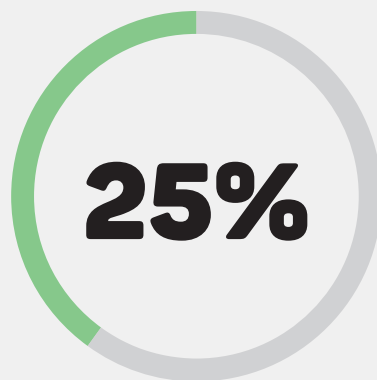
“ Outstanding EPoS support and always respond in an extremely timely manner, it’s a pleasure working alongside them.”

Balti House, Rishton

With your own database you can run targeted promotional campaigns, sending vouchers, promotions, news and texts to your customers.

Experience has shown that when customers “serve themselves” and pay by card, it often results in higher order values: often by up to 25%.

No more frustrated customers waiting for the telephone to be answered. Customers can browse your menu and order at their leisure – no more mistakes taking orders.



higher order values when paying by card.



We're with you every
step of the way!

Call our EPOS System Experts: 01254 881177

www.nwbm.co.uk



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