The Ultimate Guide
to the **Best Legacy POS Systems for Restaurants**

TouchBistro

If you're shopping for a new restaurant POS system, you're in luck because there are more options available than ever before.

But before you can find the right provider, you've got to decide whether you're looking for a legacy POS system or a modern POS system.

A legacy POS – sometimes referred to as an on-site POS – is made up of hardware and software installed on-site in the restaurant. With a traditional legacy system, all the devices run on a local network, the POS terminals are fixed in one location, and your information cannot be accessed off-site. However, many legacy systems have recently been augmented to include cloud-based apps that allow you to access some POS data remotely.

On the other hand, a modern POS stores your restaurant's data in the cloud via remote servers. As a result, your POS data can be accessed from any device, at any time, as long as you have an Internet connection. This also means that instead of fixed POS terminals, staff can use mobile devices like tablets that can be moved throughout the venue.

While there are pros and cons to each type of system, you might be interested in exploring a legacy POS system for your particular restaurant. If that's the case, the next step is finding the right legacy POS provider.

To help you cut through the noise and make shopping for a new POS a little less painful, we've put together an ultimate guide to the best legacy POS systems for restaurants. With in-depth reviews of all the top legacy POS providers, this guide will help you narrow down the best restaurant POS for your specific business. This guide also includes a review of one of the top modern POS systems, TouchBistro, so you can see how a cloud-based system compares.

In each review, you'll find:

- A basic overview of each of the top legacy POS systems for restaurants and one modern POS system
- Each system's strengths and weaknesses
- Your payment processing options
- Software pricing and other fees
- The ideal restaurant for each POS system
- Key takeaways

In addition to reviews of each provider, we've also included:

- A comparison chart featuring all the top legacy POS providers and one modern provider
- A buyer's guide that highlights key considerations to take into account when purchasing a legacy POS system

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to the Best Legacy POS Systems
for Restaurants

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NCR Aloha

Overview

The Aloha POS has been around for quite some time and originally established a reputation as one of the top legacy POS systems. In 2011, Aloha's parent company Radiant Systems was acquired by NCR Corporation, (previously known as National Cash Register). Since that time, NCR has made an effort to modernize the Aloha POS to compete with newer cloud-based POS solutions. Today, NCR Aloha is a popular option for major enterprise-level restaurant chains.

Strengths

There's no doubt that Aloha's biggest strength is its features. The Aloha POS was designed for enterprise, which means that Aloha's features come with all the bells and whistles you could possibly want from a restaurant POS, and can even be customized to fit your exact needs. Aloha's inventory management feature is a particular standout, with tools for creating and tracking purchase orders, store-by-store inventory comparisons, and the ability to predict future sales amounts.

Beyond its features, Aloha also comes out on top when it comes to its regional availability. According to NCR, the Aloha POS is used in more than 180 countries around the world, which means you can find it just about anywhere. This is a major plus for any global restaurant brand that is looking to roll out one POS system across all of its international locations.

Weaknesses

While Aloha's features are one of its biggest strengths, the downside is that all those bells and whistles come at a cost. Though it can be tricky to pin down Aloha's exact pricing, the system is made for enterprise, which means that it's not intended to be a cost-effective option for the average independent restaurant. Not to mention some of Aloha's legacy hardware can be pricey to repair or to replace if the devices become outdated.

Even if the price is not an issue, it's also important to consider the user experience, and the Aloha POS is not known for being the most user-friendly system on the market. Most of Aloha's hardware runs on Windows and Android operating systems, which come with a steep learning curve. If your restaurant staff is already familiar with Aloha and have used the POS system in the past, this won't be too much of an issue.

However, if you have newer staff that are more familiar with Apple devices, it may make the training process difficult and more time-consuming.

Finally, and perhaps most importantly, Aloha lags behind some other restaurant POS providers when it comes to customer support. Though most modern POS companies offer 24/7 support, Aloha's Help Desk is only available to contact from 8 a.m. to 12 a.m. Central Time. If the support team can't solve your issue over the phone, Aloha also offers on-site or on-call service during the same hours. Though this time frame should cover most restaurants' hours of operation, the lack of 24/7 support may be an issue for some venues, particularly bars that operate past midnight.

Payments

NCR, Aloha's parent company, is a leader in banking and ecommerce and offers its own integrated payment processing solution for the Aloha POS called NCR Merchant Solutions. NCR Merchant Solutions is an end-to-end payments processor with the ability to process everything from mobile payments to card-not-present transactions, making it a good payments option for restaurants.

However, NCR is not very transparent when it comes to its actual payment processing fees. Though the company does promise competitive fees, you need to contact NCR directly if you want to know what you'll actually be paying for payment processing each month. For restaurants that don't want to go through the rigamarole of a sales pitch, this lack of transparency can be offputting.

Pricing

Unfortunately, there is also a lack of transparency when it comes to pricing for NCR Aloha's software and hardware. NCR does not make any pricing information available publicly on its website, which means you must contact the company in order to get a quote for the Aloha POS system. The idea behind this model is that without fixed pricing packages, NCR can provide each restaurant with a custom rate for its specific POS setup. However, even with a custom rate, keep in mind that the Aloha POS is designed for enterprise and you should expect it to come with a price tag to match.

The Best POS For:
Global QSRs and FSRs Brands

The Aloha POS is one of the most feature-rich systems on the market, making it an excellent option for enterprise-level restaurant brands. This lengthy feature list includes very robust multi-unit management tools that are especially valuable for restaurant brands with hundreds to thousands of locations. And with NCR's vast global footprint, you could easily use the Aloha POS in international venues as well.

Of course, like any enterprise system, the Aloha POS does not come cheap. Though Aloha offers custom rates, it's fees are much higher than most modern POS software subscriptions. And when you factor in the added cost of maintaining Aloha's older legacy hardware, cost can quickly become a deal-breaker for most restaurants, especially small to medium-sized independent venues.

Key Takeaways
NCR Aloha

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- Hybrid system with a locally-installed connection, as well as a cloud-based app that can be accessed remotely

- Robust, enterprise-level POS features

- In-house payment processing available through NCR, but little transparency when it comes to payment processing fees

- Limited customer service and technical support hours

- Best for global QSR and FSR brands

Silverware

Overview

Silverware is a Canadian POS company that was founded back in 1992. Originally a legacy POS system, Silverware has since added cloud capabilities to its Windows and Android-based system, including an iOS app. Beyond restaurants, Silverware POS is also a popular choice for hotels and other hospitality businesses.

Strengths

Silverware was designed for enterprise-level restaurant and hospitality brands and it has the features to back it up. Silverware's core POS features are very robust and come with a lot of additional capabilities that other POS providers lack, such as multi-unit management features that make it easy to track and manage multiple venues in one system.

Another one of Silverware's strengths is the flexibility it offers when it comes to payment processing. Unlike a lot of restaurant POS systems on the market, SIlverware does not require its customers to use one specific payment processing partner. Rather, Silverware gives customers the option to shop around for the best rate from one of its many available partners – a major plus for any budget-conscious restaurateur.

Weaknesses

Though Silverware's core POS features are hard to beat, there is one area where the legacy POS system is lacking, and that is its reporting functions. While most modern POS systems offer advanced reporting and even AI-generated analytics, Silverware's reports are still limited to basic Excel-based files. If you're an enterprise-level restaurant or hospitality group, Silverware's limited reporting capabilities likely won't be sufficient and you'll probably need to use a third-party integration like Avero to get the information you need.

And if you are using Avero or another third-party integration, you'd better be prepared to pay for it. While most POS providers include integrations at no additional cost, Silverware does not. As Silverware POS reviews note, the company charges monthly per integration fees for every individual API. For restaurateurs that rely heavily on integrations, this can mean significant monthly fees.

Finally, Silverware comes up short when it comes to the overall user experience. Silverware's legacy POS system was originally developed back in the 1990s and its technology still lags behind some of the newer systems on the market. This is especially true when it comes to the system's Windows and Android hardware, which both come with a steep learning curve.

Payments

As mentioned previously, a big plus of using Silverware POS is the freedom to choose from a wide variety of integrated payment processing partners, including big names like Chase Paymentech. This is a benefit to just about any restaurateur because it means you can go with the payment processor that provides the best rate for your specific restaurant type, your size, and the transaction volume you process.

While Silverware works with a lot of great payment processing partners, it's worth noting that Silverware does not have its own in-house payments solution. While this isn't necessarily a drawback, some restaurateurs may prefer the option to use an in-house payment solution because these partners are industry-experts with merchant services tailored specifically to the needs of restaurants.

Pricing

When it comes to pricing, Silverware's software fees start at $49 per month, and are mostly in line with that of other restaurant POS providers. However, it's worth noting that Silverware's most basic package lacks many important features, such as real-time cloud reporting, real-time cloud backup, and real-time system failover.

It's also important to remember that while Silverware's prices may seem reasonable, there are some additional fees associated with this legacy POS system. For instance, you may need to invest in proprietary hardware to run Silverware's Windows or Android operating system. You also need to factor in the cost of every third-party integration you plan to use with your Silverware POS.

The Best POS For:
Enterprise-Level Restaurant and Hospitality Brands

At the end of the day, there's no question that Silverware is a robust POS system with features that have been designed to handle the complex demands of larger venues with a high volume of transactions. As a result, Silverware is a great option for enterprise-level restaurant brands and hospitality venues like hotel chains.

While Silverware's features may have all the bells and whistles, the actual technology still lags behind that of many modern POS systems. For independent FSRs and QSRs that need to be quick, agile, and flexible, Silverware's older and sometimes glitchy software may be a hindrance to growth.

Key Takeaways
Silverware

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■ Hybrid system with a locally-installed connection, as well as a cloud-based app that can be accessed remotely

■ Runs on Windows, Android, or iOS operating systems and is compatible with a wide range of hardware

■ Robust, enterprise-level POS features, but limited reporting capabilities

■ Flexibility to choose from multiple third-party payment processing partners, but no in-house payments solution

■ Best for enterprise-level restaurant and hospitality brands

Oracle MICROS Simphony POS

Overview

Micros (formally known as the Oracle MICROS Simphony POS system), was originally created back in the 1970s as a high-tech alternative to the cash register. Micros was eventually purchased by Oracle Corporation, which has augmented the older legacy POS system with cloud capabilities. Micros is now a popular choice for well-established, global restaurant chains, such as Pizza Hut, TGI Fridays, and Outback Steakhouse.

Strengths

When it comes to features, the Micros POS checks just about every box. Because Micros was designed for enterprise, the POS system's core features are extremely robust and go a bit beyond what you would get with other restaurant POS systems. For instance, Micros' inventory software not only helps you track stock levels, but it also connects you with vendors and suppliers, so you can manage everything in one place. Micros' reporting features are also advanced enough that you can view, manage, and analyze many locations at once, from any device.

And for the functions that Micros doesn't have in-house solutions for, the system supports integrations with more than 85 different third-party partners – all available from the Oracle Cloud Marketplace. This includes a number of payment processing partners, as well as regionally-specific partners that can carry out niche functions in different international markets. For instance, if you have locations in Scandinavia, you can use the Swedish loyalty solution Pej. And if you have locations in China, you can use the QR-Code Menu integration by Hangzhou GreenCloud Software Co.

Weaknesses

While Micros' many features and integrations is certainly a plus for major restaurant brands, it may actually be a drawback for smaller operations. Most independent restaurants don't actually need incredibly powerful POS systems with extensive add-ons and integrations. These kinds of systems not only make it more difficult to carry out basic tasks on a day-to-day basis, but they also come with big price tags for features that most restaurateurs will never actually use.

And speaking of price, this is another one of Micros' weaknesses. Micros isn't very transparent with its pricing and promises a custom quote for each customer. However, Micros is designed for major global restaurant brands, which means that you should expect a major price tag to match. For most restaurateurs, this will likely be more than they had budgeted for POS software and hardware.

Finally, Micros also falls a bit short when it comes to customer support. Since the legacy POS was purchased by Oracle, many reviews note that the quality of support has suffered. And while every POS provider has its fair share of negative reviews, dealing with a system owned by a major corporation generally means there are more hoops to jump through before you can get the right person on the phone.

Payments

Like other legacy POS providers, Micros offers quite a bit of flexibility when it comes to payment processing. In the past, Micros has worked with Heartland Payment Systems to create an easy integration between credit card processing and the Micros POS. However, Micros doesn't currently require customers to use any one particular processor. This means that you have the freedom to choose from a wide variety of integrated payment processing partners and can shop around to find the best rate for your business.

Pricing

As mentioned, Micros is not very transparent when it comes to its pricing and requires anyone interested in the system to call in to receive a custom quote. The problem with this process is that restaurateurs have no baseline to decide whether Micros will be in their price range in the first place. This means that many will call in only to find out that the POS system is way out of their budget. And for busy restaurateurs, time is money.

The Best POS For:
Global Restaurant Brands

Overall, it's clear that the Micros POS is best for well-established, global restaurant chains with hundreds, if not thousands, of locations around the world. The legacy POS system is equipped with extensive features, add-ons, and integrations designed to support and manage multiple locations. Not to mention, the system also supports multiple languages and currencies, which is something that's essential to any global enterprise.

Of course, most venues don't actually need extremely robust features, and support for multiple languages and currencies. As a result, most independent restaurants will find that Micros' powerful capabilities are more than they need to run their operation and the price tag may be too high for features they won't actually end up using.

Key Takeaways
Micros

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- Hybrid system with a locally-installed connection, as well as a cloud-based app that can be accessed remotely

- Runs on a Windows operating system and uses proprietary Oracle Micros tablets

- Robust, enterprise-level POS features and add-on solutions

- Flexibility to choose from multiple third-party payment processing partners, but no in-house payments solution

- High monthly software fees and hardware costs

- Best for global enterprise-level restaurant brands

Squirrel Systems

Overview

Squirrel, formally known as Squirrel Systems, is a Canadian POS company that launched the first-ever touchscreen POS for the hospitality industry in 1984. Since then, the company has augmented its legacy POS system with cloud capabilities, and has developed a reputation as a trusted solution for restaurant groups and other major hospitality brands. Squirrel also recently introduced a fully cloud-based POS.

Strengths

Squirrel's software runs on a Windows, Android or iOS, and the company is unique in that it offers a broad range of hardware options. Unlike most POS providers, Squirrel lets you choose from a large selection of fixed terminals and mobile tablet options. Squirrel also allows you to "bring your own device," which means that you can run Squirrel's POS software on Android, Apple, or Windows mobile devices. For many restaurateurs, this kind of hardware flexibility can translate into major cost savings

Another one of Squirrel's strengths is its customer service. Squirrel offers 24/7 support, which means that someone will always be available when you call or email in with a question. And based on publicly available reviews, Squirrel's support team is often praised for being quick to respond and helpful in providing solutions.

Weaknesses

While Squirrel has come a long way since the days of its original legacy POS system, it's worth noting that Squirrel still lags behind some of the newer POS systems in terms of its technology. While most modern POS systems run on iOS or Android operating systems, Squirrel still supports Windows – which is known for having a steeper learning curve and a less intuitive user experience.

Squirrel is also lacking when it comes to in-house add-on solutions. Unlike many of the other POS providers on the market, Squirrel does not have its own solutions for important functions such as reservations or kitchen display systems (KDS). Instead, the company leans heavily on its third-party integrations. And unlike in-house solutions, third-party integrations carry a higher risk of errors and data loss.

A final drawback is Squirrel's broad industry focus. Rather than creating products and features specifically for restaurants, Squirrel supports a wide range of hospitality businesses, including hotels and casinos. As a result, many of Squirrel's features are built for enterprise-level clients, with less research and development dedicated to the needs of smaller, independent restaurants and the staff who work in those venues.

Payments

Like many other legacy POS providers, Squirrel Systems does not offer its own in-house payment processing solution. Instead, you have the freedom and flexibility to choose from a lengthy list of integrated payment processing partners. For many restaurateurs, this is a major plus because it means you can shop around, compare rates, and ultimately choose the best payment processing for your specific business model.

Pricing

Squirrel's pricing is based on how many POS terminals you need, which means the bigger your venue, the higher your monthly software fees. This pricing structure is designed to accommodate venues of various sizes, however, it's worth noting that Squirrel Systems is primarily used by major restaurant groups and hospitality brands, which generally require a multi-terminal setup.

The Best POS For:
High-Volume Restaurants

With a robust set of core features, flexible payment processing options, multi-location management, and a range of third-party integration partners, Squirrel Systems is a great fit for high-volume operations in the restaurant and hospitality space. Squirrel's broad range of available hardware is also a plus for major restaurant groups that may need different hardware options for different concepts.

But while Squirrel's core POS may be strong, the system is lacking when it comes to in-house add-ons like reservations, online ordering, marketing, and more. For many growing restaurants, in-house add-ons are preferable to third-party solutions because they help to extend the capabilities of the core POS without the risk of errors or hefty third-party fees. And with Squirrel's software fees already on the high end, most independent restaurants won't have the budget to pay for extra third-party solutions.
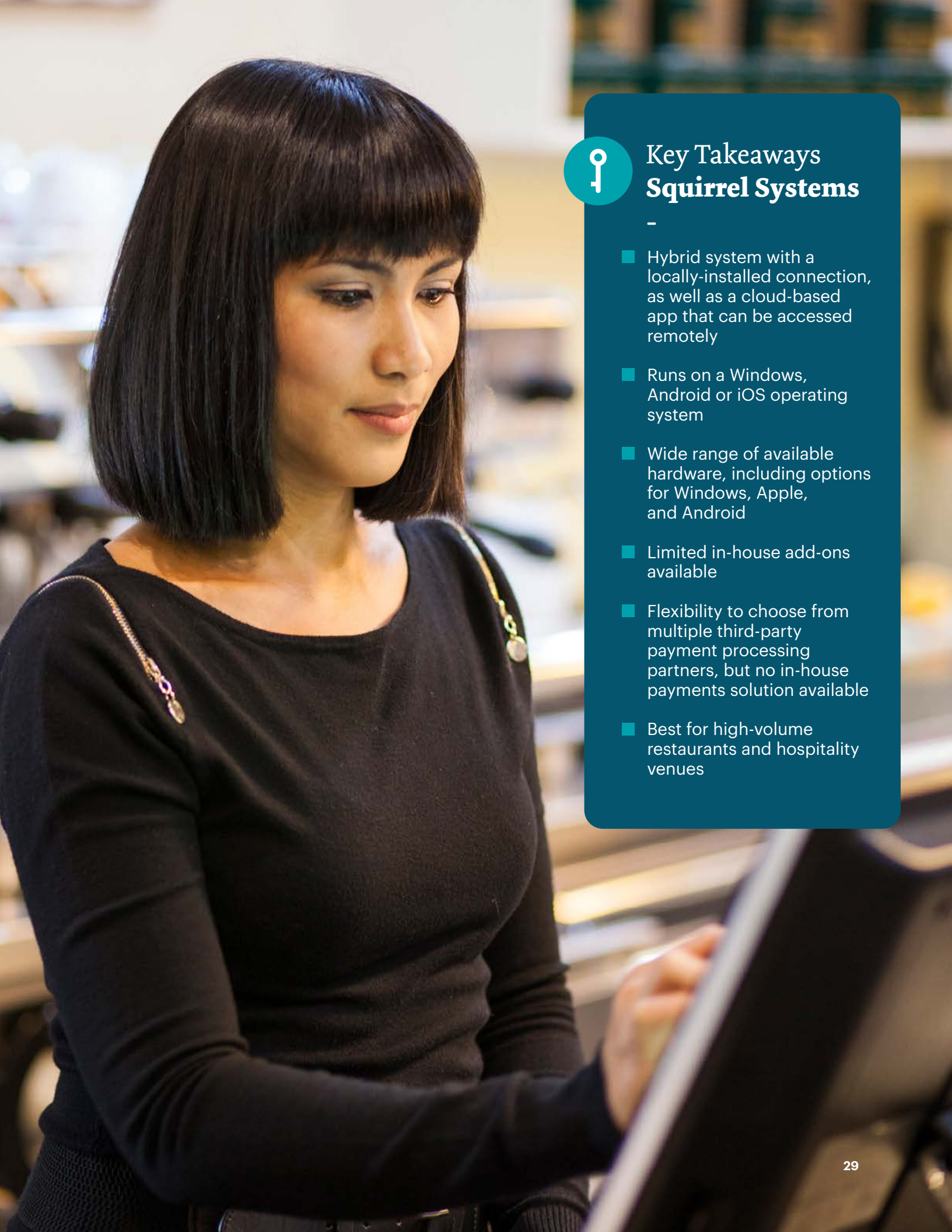
Key Takeaways
Squirrel Systems

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- Hybrid system with a locally-installed connection, as well as a cloud-based app that can be accessed remotely

- Runs on a Windows, Android or iOS operating system

- Wide range of available hardware, including options for Windows, Apple, and Android

- Limited in-house add-ons available

- Flexibility to choose from multiple third-party payment processing partners, but no in-house payments solution available

- Best for high-volume restaurants and hospitality venues

> **A legacy POS system isn't the right fit for every restaurant.** To help you compare the legacy providers in this guide to a modern solution, we've included a review of one of the top modern restaurant POS systems, TouchBistro.

TouchBistro

Overview

TouchBistro is an award-winning iPad POS system and integrated payment processing solution built for restaurant people, by restaurant people. Used in Canada, the U.S., the U.K., Mexico, and over 100 other countries, TouchBistro is one of the best restaurant POS systems for independent restaurants. It has even been featured as Gordon Ramsay's POS system of choice on the hit show *Gordon Ramsay's 24 Hours to Hell and Back*.

Strengths

One of TouchBistro's distinguishing features (and one of its biggest strengths), is its unique hybrid architecture. Many of the top restaurant POS systems on the market are strictly cloud-based, which means that when the Internet goes down, all your POS features go down with it.

In contrast, TouchBistro offers all the convenience and remote capabilities of any other cloud POS, but there is also a hardwired, local connection that acts as a backup when the Internet goes down. This means that even when your WiFi is out, your POS terminals can continue talking to one another, allowing you to continue taking orders and sending orders to the kitchen. For restaurants that can't afford any service interruptions, this kind of reliability is a major plus.

Beyond its hybrid design, another advantage to TouchBistro is the robust features and products it offers. Because TouchBistro was designed by restaurant industry veterans, its core features and add-on solutions have been specially crafted to meet the unique demands of running a restaurant, such as taking orders tableside, processing online orders, and menu engineering.

TouchBistro also offers an in-house reservations management system, which is something few other restaurant POS providers have. These kinds of carefully crafted, restaurant-specific features help distinguish TouchBistro from many of the other POS systems on the market – many of which were primarily designed for retail businesses, not restaurants.

TouchBistro has also applied the same careful approach to its integrated payment solution that it has to its POS features. Unlike many of the other in-house payment processing solutions on the market, TouchBistro Payments is structured according to a cost plus pricing model with no long-term contracts required. With this kind of pricing model, you pay a custom rate for every transaction, instead of a flat rate for all transactions. For most restaurants, cost plus pricing tends to be the cheaper option for payment processing than fixed rate pricing – leaving operators with more money in their pockets.

Weaknesses

TouchBistro boasts an extensive list of POS features and add-on solutions that make it a great option for restaurants big and small. However, TouchBistro lacks some of the enterprise-level capabilities that many legacy POS providers offer, making it a less suitable option for major restaurant chains.

Because TouchBistro is largely designed for independent restaurants and not major chains, it does not have an extensive third-party partner network. Unlike some POS providers that offer integrations with dozens of different partners, TouchBistro supports integrations for a more curated list of partners.

For instance, TouchBistro supports industry-leading partners like 7Shifts for employee scheduling and MarketMan for advanced inventory management, but it doesn't support more niche providers. For some restaurants – especially multi-unit venues with complex needs – the lack of available integrations can be a problem.

Payments

Unlike some of the other POS providers on the market, TouchBistro offers more flexibility when it comes to payment processing. TouchBistro partners with a number of other payment partners, like TSYS and Moneris in Canada, and Barclaycard in the U.K. This means you have a bit more freedom to go with the payment processing solution that fits your business model or your location-specific needs.

In addition to partnerships with third-party payment processors, TouchBistro also offers an integrated payments solution. In the U.S., customers can use TouchBistro Payments powered by Chase, which is an in-house, integrated payment processing solution. Unlike many other payment processors, TouchBistro Payments uses a cost plus pricing model. With a cost plus pricing model, factors such as the type of card a customer pays with, processing volume, and risk criteria are taken into consideration. This means you pay a custom rate for each transaction, instead of a flat rate for all transactions. The result? You get a more competitive rate than you would with fixed rate pricing.

Pricing

Not only are TouchBistro's payment processing fees competitive, but so are its monthly software fees. TouchBistro's software starts at $69 per month for a single license, and its pricing is tiered so the cost decreases for each additional license you add. With each package, you get all of TouchBistro's core POS features, cloud-based reporting and analytics, 24/7/365 support, and unlimited users and logins for your staff and management.

Like other POS systems, you'll also have to factor in additional costs to use TouchBistro such as installation, hardware, and payment processing fees (if you're using integrated payments). Because TouchBistro is an iPad-based POS system, you may be able to save on some hardware costs by reusing your current iPad tablets (as long as it's a compatible generation). TouchBistro also gives you the option to split the cost of your POS tablets over 24 months, which is a great alternative if you don't want to purchase your iPads outright.

The Best POS For:
Independent Restaurants

With all the POS features you need to run a restaurant, TouchBistro is a great all-around solution for independent restaurants big and small. And with in-house technology like loyalty and integrated reservations, TouchBistro is one of the best restaurant POS systems for both QSRs and FSRs.

Though TouchBistro can easily support larger restaurants, it's not equipped with the kind of enterprise-level capabilities required to support international, multi-unit chains. For restaurants with these kinds of complex needs, a more bespoke legacy POS solution with multi-unit reporting capabilities would be a better fit.

Ready to get started with TouchBistro?

Book a Demo

Key Takeaways
TouchBistro

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- A modern hybrid system that keeps working even without an Internet connection

- Seamless integration between iOS software and Apple's iPad tablets

- Integrated payments with cost plus pricing and the flexibility to use third-party payment processors

- Restaurant-specific features and add-on solutions, including integrated reservations

- Best for independent restaurants both big and small

When it comes to choosing a POS system, **ease of use, affordability, and reliability** are the top 3 considerations for today's restaurateurs.*

Compare Your Options

	TouchBistro	NCR Aloha	Silverware	Micros	Squirrel
	POS System: Hybrid and cloud POS system	**POS System:** Locally-installed with a cloud-based app	**POS System:** Locally-installed with a cloud-based app	**POS System:** Locally-installed with a cloud-based app	**POS System:** Locally-installed with a cloud-based app or fully cloud-based
	Operating System: iOS	**Desktop System:** Windows and Android **Mobile Devices:** iOS and Android	**Operating System:** Windows, Android, and iOS	**Operating System:** Windows	**Operating System:** Windows, Android, and iOS
	Available in: CAD, U.S., MX, U.K., and more	**Available in:** U.S., CAD, and more	**Available in:** U.S., CAD, and more	**Available in:** Worldwide	**Available in:** U.S., CAD, and more
	Hardware: iPads	**Hardware:** NCR Orderman and NCR 7779 Tablet (app can also be run on an iPad or iPhone)	**Hardware:** iPads, Windows tablets, Android tablets, and Clover Flex terminals	**Hardware:** Proprietary Oracle Micros tablets	**Hardware:** iOS, Android, or Windows devices

Core POS Features

	TouchBistro	NCR Aloha	Silverware	Micros	Squirrel
Menu Management	✓	✓	✓	✓	✓
Staff Management	✓	✓	✓	✓	✓
Inventory Management	✓	✓	✓	✓	✓
Floor Plan Management	✓	✓	✓	✓	✓
Tableside Ordering	✓	✓	✓	✓	✓
Reporting	✓	✓	✓	✓	✓
1:1 Onboarding	✓	✓	N/A	N/A	✓ (added Cost)
Customer Support	**24/7/365**	**8:00 a.m. to 12:00 a.m.** (CST)	**24/7/365**	**24/7/365**	**24/7**

Add-On Solutions

	TouchBistro	NCR Aloha	Silverware	Micros	Squirrel
In-House Integrated Payments	✓ (U.S. only)	✓	✗	✗	✓
Online Ordering	✓ (CAD and U.S. only)	✓	✓	✓	✓
Integrated Delivery	✓	✓	✗	✓	✗
Integrated Reservations	✓	✗	✓	✓	✗
Gift Cards	✓	✓	✓ (part of the loyalty program)	✓	✓
Loyalty and Customer Relationship Management	✓	✓	✓	✓	✓
Self-Serve Kiosks	✗	✓	✗	✓	✗
Kitchen Display Systems	✓ (CAD, U.S., and U.K. only)	✓	✓	✓	✗
Customer Facing Display	✓ (CAD and U.S. only)	✓	✓	✓	✗
Digital Menu Board	✓ (CAD, U.S., and U.K. only)	✓	✗	✓	✗
Marketing	✓	✓	✗	✓	✗

Integration Partners

Integration Partners	TouchBistro	NCR Aloha	Silverware	Micros	Squirrel
Online Ordering and Delivery	✓	✓	✓	✓	✓
Reservations	✗ (in-house solution)	✓	✓	✓	✓
Customer Relationship Management and Loyalty	✗ (in-house solution)	✓	✓	✓	✓
Staff Management, HR, and Payroll	✓	✓	✓	✓	✓
Inventory Management	✓	✓	✓	✓	✓
Accounting	✓	✓	✓	✗ (in-house solution)	✓
Reporting and Analytics	✓	✓	✓	✓	✓
Ecommerce	✗	✓	✗	✗	✗
Payment Solutions	✓	✓	✓	✓	✓

Payments

	TouchBistro	NCR Aloha	Silverware	Micros	Squirrel
Payments Pricing Model	Cost plus pricing	Not publically available	Varies based on payment processor	Varies based on payment processor	Varies based on payment processor
Payment Processing Fees	**TouchBistro Payments (U.S. only):** Interchange + processing fee **Integrated Payments for Online Ordering:** 2.9% + $0.30 / transaction (CAD) Competitive card-not-present processing fees (U.S.)	Not publically available	Varies based on payment processor	Varies based on payment processor	Varies based on payment processor
Payment Processing Partners	Square TSYS Worldpay Chase Merchant Services (Canada) Moneris (Canada) Barclaycard (U.K.)	Not publically available	Bambora Beyond Payment Chase Paymentech Clover Freedom Pay First Data Global Payments PXP Payments Moneris McAllister Payment Solutions (M.P.S.) Shift 4 Payments TD Ingenico 3C Payment	JCC Payment Systems UIS Integra Payment Solutions + more	Worldpay Moneris Elavon Cayan Merchant Link Eigen Global Payments Shift4Payments Posera SoftPoint Payfacto

Software Pricing

	TouchBistro	NCR Aloha	Silverware	Micros	Squirrel
	Starting at $69 USD / month for a single license Tiered pricing (cost decreases for each additional license)	Pricing only available with quote	**Standard:** $49 USD / month per license **Premium:** $69 USD / month per license **Enterprise:** $89 USD / month per license	Pricing only available with quote	$57.50 USD / month for the first device + $20 USD / month for additional devices

Buyer's Guide

To ensure you end up with the perfect POS system for your restaurant, make sure to consider the following before you pull the trigger:

How quickly do you need to get up and running?

Some POS systems are ready to use right out of the box, while others involve a lengthy installation and training process. Find out how long it will take to get up and running with a new system and whether it will require any downtime for your restaurant.

What's your budget?

Don't just budget for monthly software fees. Think about all the costs involved in purchasing a new restaurant POS, including set up, installation, payment processing, and all the necessary hardware. Keep in mind that if you're purchasing a legacy system, you might also have to pay for any updates.

Are you quick service, full service, or something else?

Different POS systems work better for different types of restaurants. Whether you're a fine dining restaurant or a brewery and bottle shop, the type of business you run will dictate the features you need, your hardware setup, and more.

What are your payment processing needs?

Not every POS system will integrate with every payment processor. Make sure you understand which processors work with the POS system you're purchasing. And if you're using a provider's integrated payments solution, make sure you know how the fees are structured and whether you need to sign a multi-year contract.

What can you expect in terms of implementation, support, and ROI?

Consider the people behind the POS system you're buying and what you can expect in terms of the quality and availability of support.

ROI is also important because your POS system should streamline and optimize operations in a way that will have a measurable impact on your restaurant's bottom line.

What are your long-term business goals?

Your POS system should not only support your current needs, but also your future goals. Consider your long-term business plan and make sure your POS will be able to scale with you.

Why Choose TouchBistro?

TouchBistro is an iPad POS and integrated payments solution **built for restaurant people, by restaurant people** – with every feature designed to meet the unique needs and fast pace of the foodservice industry. Used in more than 100 countries, TouchBistro has powered over 28,000 restaurants worldwide.

TouchBistro **makes running a restaurant easier** by streamlining and simplifying all aspects of restaurant management – so restaurateurs have **more time to focus on their passion** and the reason they opened their business in the first place.

Designed to help restaurateurs **run a better and more successful business**, TouchBistro's hybrid POS system enables restaurants to make more money, deliver a great guest experience, and take the guesswork out of making business decisions – all without any downtime.

TouchBistro also offers **in-depth training and free 24/7 technical support** provided by POS specialists who have worked in the restaurant industry as former managers, servers, and chefs.

"I've worked in the industry for many years, with countless other POS systems, but TouchBistro beats them all. The constant improvements and great customer support make them come out on top."

**Salsa Salsa Smithtown,
Christopher Pittsley,
Kings Park, NY**

Want to see TouchBistro in action?

Book a Demo