

20 WINTER 18 CUSTOMER SUCCESS REPORT

POINT OF SALE (POS) SOFTWARE
CATEGORY



featured
customers

POINT OF SALE (POS) SOFTWARE OVERVIEW

Point of sale software EPOS is an integral part of making a sale. The EPOS software can simply register a sale or it can take orders as well as be an important part of your accounting, inventories, stock control and customer relationship management.

POS Software is most commonly used by the retail, hospitality, and consumer services industries. This solution allows businesses to track inventory and revenue as well as customers' purchase history.





CUSTOMER SUCCESS SCORING METHODOLOGY

The FeaturedCustomers.com Customer Success score is based on data from our customer success content platform, social presence, as well as additional data aggregated from online sources and social media properties. Our ranking engine applies an algorithm to all of the data collected to calculate the overall Customer Success score. The overall Customer Success score is a weighted average based on 3 parts:

Content Score is affected by the following:

1. # of vendor generated customer success content pieces (case studies, success stories, testimonials, and customer videos)
2. Content quality score generated from all customer success content
3. % Change in Content over past 6 months
4. Number of employees (based on social media and public resources)

Social Score is affected by the following:

1. # of LinkedIn followers
2. # of Twitter followers
3. # of Facebook likes
4. Number of employees (based on social media and public sources)
5. Engagement across all platforms

Company Score is affected by the following:

1. Number of employees (based on social media and public resources)
2. Vendor momentum based on web traffic and search trends
3. Employee satisfaction and engagement (based on social network ratings)
4. % traffic increase to your Customer References
5. Lower Funnel SEO Key Term Rankings

CUSTOMER SUCCESS AWARDS



Market Leader (86 - 100)

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer (81 - 85)

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Leader.



Rising Star (70 - 80)

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

ALL VENDORS





ABOUT LIGHTSPEED POS

Lightspeed provides retailers and restaurateurs the simplest way to build, manage, and grow business and create a better experience. More than 45,000 businesses processing over \$17 billion in transactions annually use Lightspeed's mobile POS and commerce platform to manage inventory, customer preferences, sales, and analytics to get a complete view of entire business in one place. Founded in 2005 with offices in Canada, USA, and Europe, Lightspeed is backed by Accel Partners, iNovia Capital, Caisse de dépôt et placement du Québec (CDPQ) and Investissement Québec (IQ).

TRUSTED BY:



"Being able to personally shop with people and walk with them makes the shopping experience very personal. Lightspeed helps us to build customer relationships and allows us to spend more time tending to the customer's needs."

Emeric Harney
General Manager, Harney & Sons SoHo

"We were using another system before, and it felt like using a stone and chisel to write up a sale, compared to Lightspeed. Since I've been a full-time sales manager here for the past three and a half years, the single best decision we've made is going with Lightspeed."

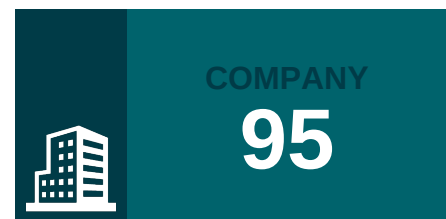
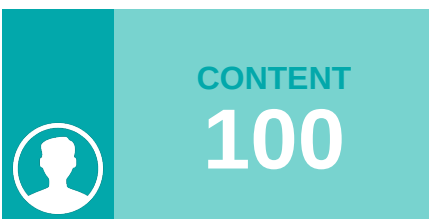
Robby Yankush
Vice President, YM Camera

"It really helps me to create all the reports at the end of season and shortens the time taken compiling the numbers before going to the next buy and picking the next designer. It actually does half of the job for me!"

Aga Dziedzic
Buyer & Store Director, Eizenstein

"As guests' habits evolve, the service can't remain the same. La Ferme Blanche has embraced technology which has enhanced the experience they were able to offer. Fewer errors, more efficiency, more orders, and more success."

Zhong Zhang
Owner, La Ferme Blanche d'Asie



**TOTAL WEIGHTED
SCORE:**

93

[READ ALL 77 CUSTOMER SUCCESS REVIEWS FROM LIGHTSPEED POS USERS](#)



ABOUT SHOPKEEP

Founded by a successful business owner, ShopKeep is an intuitive, secure, iPad point of sale system, with affordable software that empowers merchants to run smarter businesses. It optimizes staffing and inventory, while offering sales reports and customer information on one seamless, cloud-based platform. By offering low-cost, integrated payment processing, as well as top-of-the-line point of sale hardware, ShopKeep represents a one-stop shop for all ambitious independent business owners who want to hit the ground running.

TRUSTED BY:



"We really like ShopKeep because it always works, even without internet connectivity. It just uploads everything later, which is very important to us, because we never miss a sale. Plus, it's super simple to set up and use."

Ben Van Leeuwen
Co-Owner, Van Leeuwen Artisan Ice Cream

"ShopKeep has given me the ability to create consistent growth and profitability and the reporting to prove it to investors."

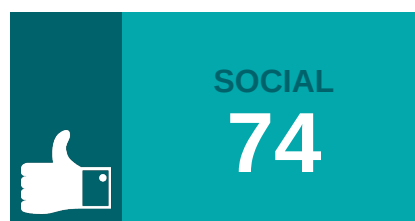
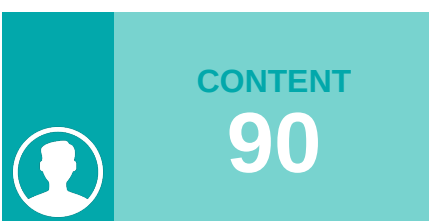
Matthew
Owner, SCRATCHbread

"We do a lot of online marketing these days. We run onepiece.com which is our main business, so for us to also get the customer's email address in the store is super important and we can do that with ShopKeep. We can send newsletters and updates on the company from there if they wish."

Thomas Adams
CEO, OnePiece

"When you first pick up the phone to speak with someone from customer service, you kinda know from the beginning how the business is operated from the top down. We felt a really good energy from the ShopKeep team. And then on the financial side they were able to offer us a great startup price, better than anybody else was willing to offer us. As a new business that we started from the skin of our teeth, it was important to keep costs as low as possible."

Brad Holtzman
General Manager, Taquitoria



**TOTAL WEIGHTED
SCORE:**

86

[READ ALL 36 CUSTOMER SUCCESS REVIEWS FROM SHOPKEEP USERS](#)





ABOUT STORIS

STORIS is the leader in retail software solutions for the furniture, bedding, and appliance industries. STORIS' fully integrated ERP, eCommerce platform, in-store Kiosk, and mobile offering provides a proven Unified Commerce solution for today's home furnishings retailer. The STORIS shopping cart enables retailers to manage their customers, purchase history, inventory, sales orders, and more across all channels. STORIS enhances the customer experience and delivers a competitive advantage for retailers both in-store and online.

TRUSTED BY:



"STORIS is an integral partner for our Ashley Furniture HomeStores and Dufresne Furniture operations. Their platform offers the scalability, stability and security we require. The team provides integrated solutions that enable us to offer a seamless experience for our valued customers whether online or in store. We are proud to be part of the STORIS family."

Chad Spencer
President, Dufresne Spencer Group

"STORIS has been a key player in our business growth. Since implementation we have gone from 100 to 380 locations. That says it all. We've achieved consistency in the store execution, and our inventory is under control. The sales process has been successful in efficiently managing millions of customers."

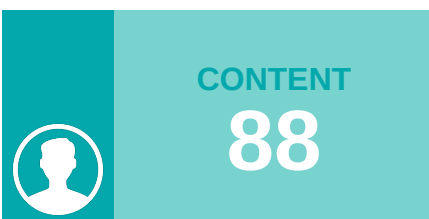
Manuel Rodriguez
Systems Director, FAMS A

"In 1994, we fully integrated and benefited greatly from the STORIS retail solution. Since then, every facet of our unique business model works together with STORIS. Our operations have been continuously optimized alongside STORIS product suite. Our new store openings and continued growth reinforce STORIS role in providing our company with the foundation for expansion."

EJ Strelitz
CEO, Haynes Furniture

"Our ability to treat customers right relies heavily on how quickly we can serve, check out and deliver the purchased merchandise to them. With STORIS as our retail platform, we have the tools to provide our customers with the best shopping experience possible."

Ron Mallory
Director of Information Technology, WS Badcock Corporation



[READ ALL 71 CUSTOMER SUCCESS REVIEWS FROM STORIS USERS](#)



ABOUT REVEL SYSTEMS

Designed to maximize security, stability, ease of use, and service delivery, Revel's ecosystem replaces bulky, expensive legacy solutions with a quick, intuitive iOS-based POS platform that combines cloud based technology and the mobility of the iPad. They work with all businesses from small merchants to global enterprises looking to modernize, future proof their operations, and implement a system that adds value through incremental revenue, cost reduction, and a better experience for customers and employees.

TRUSTED BY:



"I needed a full service pos system that was beautiful and sophisticated. That means not only my inventory, not only my fast track of customers and database, but also great reports and consistency. Everything about Revel made sense for my cafe!"

Boriana DiMonte
CEO, Caffé Cova

"Revel spent the time to fully understand our business requirements before offering their solution which has been a breath of fresh air. They have delivered everything they promised and more. Their support and service is second to none. I wouldn't hesitate to recommend Revel to any restaurant."

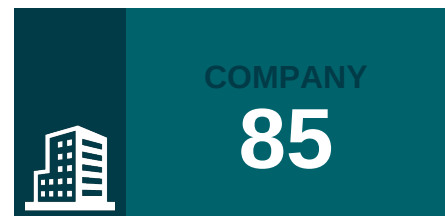
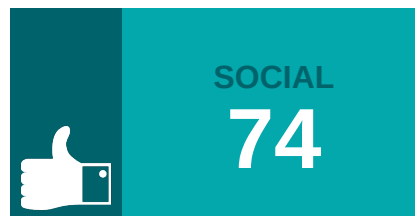
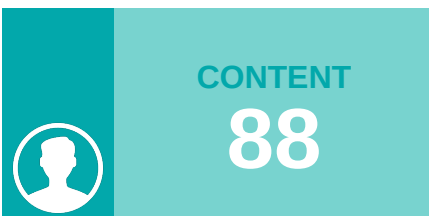
Lorenzo Flammia
Marciano's

"I would absolutely recommend Revel iPad POS to other business owners. I already have and the reason is because it's a great system; truly an all-in-one package that is cost-efficient, timely, and reliable."

Timothy Lee
Owner, Liquid Gold

"Revel's customer support has been most impressive – everyone has been extremely friendly, helpful, and diligent towards serving our needs."

Matt Payne
Vice President, Coastal Pacific Food Distributors



TOTAL WEIGHTED
SCORE:

87

READ ALL 71 CUSTOMER SUCCESS REVIEWS FROM REVEL SYSTEMS USERS





ABOUT TOAST POS

Toast is an all-in-one point-of-sale and restaurant management platform. As a cloud-based system built specifically for restaurants, Toast offers advanced functionality including tableside ordering, quick menu modifications, real-time enterprise reporting, online ordering, and labor management on an easy-to-use interface.

TRUSTED BY:



"I was able to outfit six of my restaurants with Toast for less than it would have cost me to outfit just one location with a legacy system. We rolled out Toast to all locations in just two weeks. The onboarding process was super easy. In one hour, we trained the whole restaurant."

Pete Minich
Owner, Fresh City

"At the end of the day, I've saved money. I've got a more efficient system that's better for the staff and the customers. I've got much better back-of-house reporting—I feel really good about Toast."

Matt Frey
Owner, Bub's Burgers & Ice Cream

"I used to lose \$1,000 per store every time there was a lightning storm and our internet went down. With Toast's offline mode, I'm already making my money back just by being able to continue to collect credit card information."

Jon Schroeter
Director of Operations, Il Primo Pizza & Wings

"I can't emphasize enough how important it is that our servers are focused on interacting tableside. With Toast, it's so much faster to do things like change the price of a menu item or edit modifiers and that it really does free up staff to focus on the service. Because the Toast system is so sharp, the entire staff is more dedicated to serving the guests."

Ben Kaplan
Director of Operations, Barbara Lynch Gruppo



[READ ALL 51 CUSTOMER SUCCESS REVIEWS FROM TOAST POS USERS](#)



ABOUT TOUCHBISTRO

TouchBistro is an iPad mobile point of sale (mPOS) that helps restaurateurs increase sales, improve customer experience, and make better business decisions. TouchBistro has helped more than 10,000 restaurants in over 100 countries and is perfect for all foodservice business types including restaurants, bars, cafes, breweries, food trucks, and quick service restaurants. It has been named by Business Daily News as the 2017 Best POS for Restaurants for the third consecutive year. The TouchBistro app has been ranked as the top-grossing food and beverage app in 37 countries on the Apple App Store. TouchBistro offers a 30-day free trial that can be converted to a no-contract subscription. TouchBistro has offices in New York, Toronto, Chicago, Austin, Mexico City and the UK.

TRUSTED BY:



"TouchBistro works great for us. We are a small café and most other POS systems have too much that we don't need. TouchBistro is inexpensive and easy to use."

Robin Lilly
Owner, Little Lilly's Island Deli

"TouchBistro has allowed us to implement a robust POS solution for a fraction of the price of more costly systems, and without sacrificing any of the functionality we need to satisfy our customers."

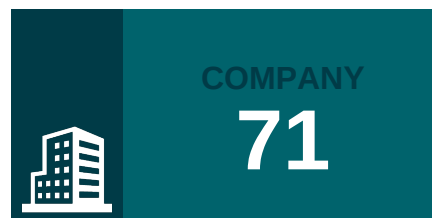
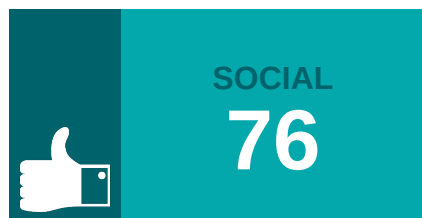
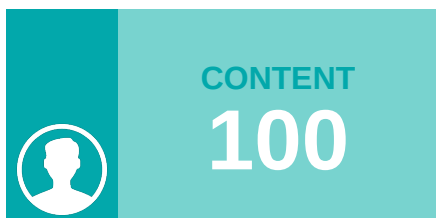
Jay Tally
President, Legends Craft Brewing

"The success of my food truck business is dependent upon serving as many customers as possible in a short span of time. TouchBistro not only helps me speed up service, but it also provides me with the critical metrics I need to stay in control of my business."

Matt Basile
Owner, Fidel Gastro

"Our experiences with every TouchBistro employee we've been in contact with have been great! Our sales rep, our trainer, and many others, have always been very involved and encouraging. They were more than happy to help us figure out the best way to get our menu set up on the POS."

Marie Schlump
Owner, Cafe Xpresso



[READ ALL 251 CUSTOMER SUCCESS REVIEWS FROM TOUCHBISTRO USERS](#)



ABOUT SQUARE

Square, Inc. (NYSE:SQ) creates tools that help sellers start, run, and grow their businesses. Square enables sellers to accept card payments and also provides reporting and analytics, next-day settlement, and chargeback protection. Square's point of sale software and other business services help sellers manage inventory, locations, and employees; access financing; engage customers; and grow sales. Square Cash is an easy way for businesses and individuals to send and receive money, and Caviar is a food ordering service for popular restaurants.

TRUSTED BY:



"Square has been a big part of helping us go to the next level. We can track the progress of our business through the day from anywhere. I could be at the beach, pull up the Dashboard, and see what's going on at the shop."

Woody Lovell
Owner, The Barbershop Club

"I'm in the process of expanding, and Square Capital has been instrumental in that. I was able to add a freezer to the food truck that allows us to do pie à la mode, and that comes back into your pocket."

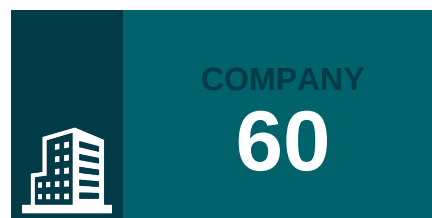
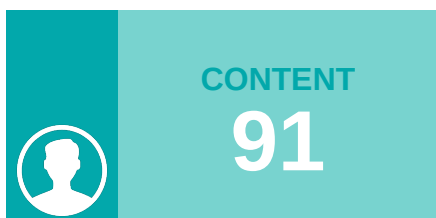
Mr. Todd
Owner, Mr. Tod's Pie Factory

"That's what Square does for a business owner. They save them steps. Between the processing fees and time, I save at least \$1,000 a month using Square."

James Brock
Owner, Boston Home Inspectors

"Customers are very impressed by Square. It looks clean. It looks inviting. They think okay, this is a new, exciting, modern shop. We're taken more seriously."

Melanie Porter
Lavender & Honey



[READ ALL 67 CUSTOMER SUCCESS REVIEWS FROM SQUARE USERS](#)

ABOUT SALESVU

SalesVu is a mobile point-of-sale software company based in Austin, TX, which specializes in a variety of monetary transactions (cash, checks, credit cards, and gift cards) as well as cloud-based product development for the benefit of any small to medium-sized business owner. Whether you are a personal trainer constantly on the go or the owner of a growing restaurant chain, SalesVu is in the business of helping your business.

TRUSTED BY:



"I chose SalesVu because it offered the whole POS system, it was more cost effective and you can start small and grow so the scalability of the system is perfect. I love that it has a small barcode reader that works with the system and most importantly, it's portable!"

Nicole Batiste
Owner, All Zen Boutique

"Having a system that works well for me is very important. I chose SalesVu because it has the functionality that I need. Sales analytics are one of my favorite features. It is really easy to pull up a report and you can customize it per products, categories or devices."

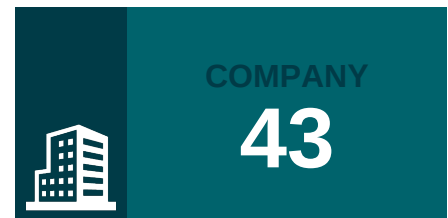
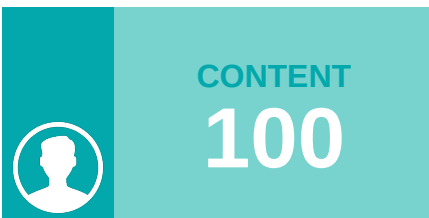
Jordan Jed
Owner, Longfellow's Coffee

"We have been with SalesVu for three years now, and do not look back. SalesVu allows us to keep accurate inventory and helps with keeping track of employee hours... Makes payroll a breeze!"

Geza Csuros
Owner, The Lilly Pad Village

"Employee scheduling is the most helpful tool and it adapts to our necessities. Before using SalesVu for our clock management system, we were leveraging our Microsoft RMS software installed on a HP computer. It was not really convenient, SalesVu employee management became the ultimate solution to submit payments efficiently."

John Antonelli
Owner, Antonelli's Cheese Shop



[READ ALL 129 CUSTOMER SUCCESS REVIEWS FROM SALESVU USERS](#)





ABOUT EPOS NOW

Epos Now is the leader in cloud POS. Epos Now have helped over 30,000 businesses to grow, and have built their business on their reputation for exceptional customer service.

TRUSTED BY:



"Our business is expanding quickly and we needed a reliable EPoS system that could support our growth, help us with stock management and also streamline transactions in-store. There is no doubt that Epos Now has enabled us to do all of those things."

Owen Oxley
Store Manager, Ratchet Clothing

"We've grown from 0 to 60 stores in just three years, and needed an EPoS system that could grow with us, that's why we decided to go with Epos Now."

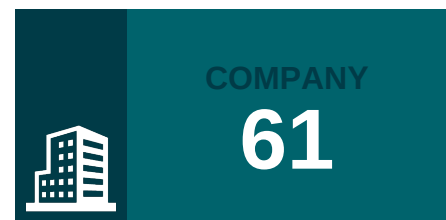
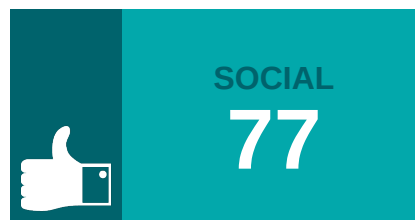
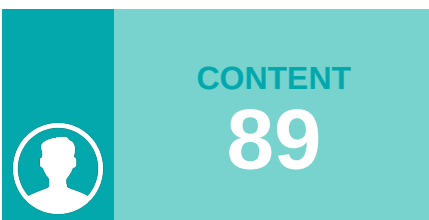
Ben Potter
Founder, EcigWizard

"Without a big team behind us it's important that as many processes can be automated as possible. We needed a reliable EPoS system that could save us time by helping us with transactions, stock management and accounts. The system is elegant and simple to use."

Steve Knight
Owner, The News Boutique

"After taking over a business that used a cash register, it was evident that we needed something more modern. Epos Now has allowed me to manage my business more effectively. The stand-out difference is how we manage our stock now, which saves me time, space and money!"

Hazel McMillan
Owner, Designer Kidz



TOTAL WEIGHTED
SCORE:

83

READ ALL 27 CUSTOMER SUCCESS REVIEWS FROM EPOS NOW USERS





ABOUT IVEND RETAIL

iVend delivers integrated retail management solutions for the way retailers work today, implementing technology that is built to enable change, not just built to last. Part of Citixsys worldwide, iVend stands for innovation in retail technology and leadership in Cloud management and mobile retail. In addition to providing traditional fixed till and back office server solutions as required, They are experts in developing solutions for complex retail – multi-format, multi-location, multi-channel and multi-sector retailers.

TRUSTED BY:



"We were in need of a solution that gave us a real-time view of the inventory and save capital investment in stocks. iVend Retail provided us with across the board visibility of merchandise and Analytics to fine-tune store processes."

Jackson Victor D'Souza
IT Director, Al-Hajery

"I like to think about any jewelry purchase as the beginning of a relationship with our business and now with iVend Retail and SAP B1, our store systems support that connection with our customers and enable us to provide a better shopping experience than ever before."

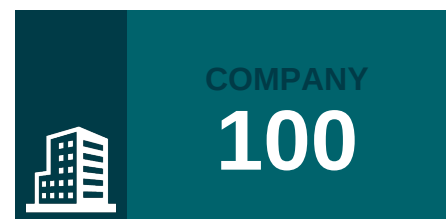
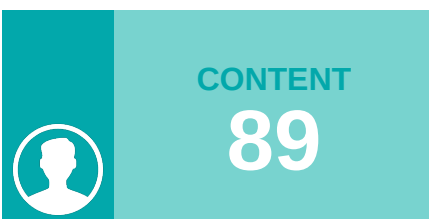
Suhail Kaidbey
Director, Château D'Ivoire

"Many of our professional customers are busy and we cannot afford much system downtime. Working with iVend Retail on the implementation of our online store was a joy. We had a team assigned to our project and they were very efficient and impressive in designing and launching our online store with iVend eCommerce exactly how we envisioned."

André Saliba
Owner, Kitchen's Choice

"With iVend Retail and SAP Business One , we were able to greatly enhance our customer experience, increase operational efficiency and provide transparency into our inventory. These results have helped us become a truly omnichannel organization, and given us the insight to better anticipate customer demands."

Marty Noworyta
VP of IT and Admin, Valu Home Centers



TOTAL WEIGHTED
SCORE:

85

READ ALL 32 CUSTOMER SUCCESS REVIEWS FROM IVEND RETAIL USERS





ABOUT VEND

Vend is a cloud-based retail platform that makes it easy for retailers to take payments, make sales, manage inventory, and reward customer loyalty. Vend works on iPad, Mac and PC, and offers a wide-range of add-ons, including accounting, ecommerce, analytics, staff rostering and more.

TRUSTED BY:



"I certainly recommend Vend for other retailers. It's a great modern POS system that just makes your life a lot easier and saves you so much time."

Martyn Duncan
Store Manager, by Walski

"With the launch of Vend Ecommerce, we plan to increase sales by 20%. Vend Ecommerce is amazing because I don't need to be a web expert, it's so easy to use, and so plug-and-play that you can easily attain a site, no matter who you are."

Christina Ruiz
Owner, TopShelf Style

"We definitely recommend Vend. It's the key tool you need to manage all elements of your business including sales and customer data - and you can access it remotely at any time."

David "Noonie" Nunez
Co-Founder and Co-Owner, TheSuperCool

"Being that we're focused on our relationships with customers, Vend wins every time because it allows us to stay engaged with the person in front of us."

Philip Pavkov
Chief Operating Officer, Solfire



TOTAL WEIGHTED
SCORE:

81

READ ALL 44 CUSTOMER SUCCESS REVIEWS FROM VEND USERS





ABOUT AVERO

Created by hospitality operators for hospitality operators, Avero is the trusted technology partner for the hospitality industry. We empower 40,000+ hospitality professionals with the answers they need to transform their businesses and their lives, getting them out of the back office and into the kitchen with their staff, onto the floor with their guests, and at home with their families.

TRUSTED BY:

MICHAEL KORS



"It's this powerful tool that a traditional point-of-sale system doesn't allow you to get to the real nuggets of great information that you're looking for."

Chris Hunsberger
Executive VP Product Service & Innovation, Four Seasons
Hotels and Resorts

"The long and short of it is, by using the Avero app, we are able to make smart business decisions on the fly. Really, data is like gold in this industry and I personally believe that all the decisions that we make today, specifically operationally and financially, are based around the data that we have collected."

Michael Chernow
Co-Owner, The Meatball Shop

"Honestly I use the product every day to see how things are looking. I just pull it up on my iPad and provide insights and capabilities to our team that we've never had before."

Jeffrey Frederick
Regional VP Food and Beverage, Caesars Entertainment

"Avero has become an instrumental tool for analyzing our F&B; operations at The Venetian & The Palazzo. It has proven to be a reliable, convenient, intuitive business analytics tool."

Christopher Guerra
Director of FP & A, Las Vegas Sands Corp.



READ ALL 51 CUSTOMER SUCCESS REVIEWS FROM AVERO USERS





ABOUT IMPOS

Our Impos POS software is designed to suit a range of hospitality business types, from cafes and restaurants and bars to multi-site restaurant groups and national service organisations. For more than 10 years we have been providing fast and reliable POS software and hardware to Australian hospitality venues. Impos is partner to the hospitality industry. We understand that the industry doesn't work 9 to 5 so neither do we. Our phone is answered 24 hours a day, 7 days a week, 365 days a year to ensure the smooth running of your venue at all times.

TRUSTED BY:



"Since opening, we have been a very busy venue, and Impos has meant that we don't have a raft of issues to deal with POS wise, and the visibility in the back of house is immensely valuable to the overall running of Annata."

Christian Blair
Owner, Annata

"Impos enables us to breakdown all sales and identify items individually, allowing us to detect potential problem areas early. It has really been instrumental in turning the business around."

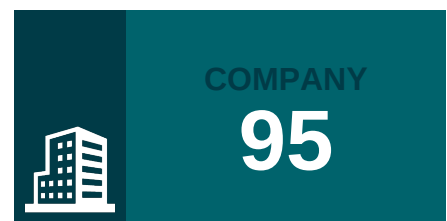
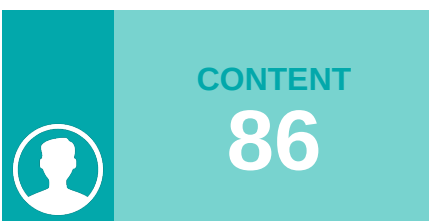
Marie Yokoyama
Co-owner, Bird's Nest

"The flexibility and customisation of Impos has been indispensable for the business and specifically maintaining check times below eight minutes; this ensures that cocktails are served in a timely manner."

David Hobbs
Operations Manager, Bulletin Place

"The system is very user friendly, meaning fast transactions in turn improving customer satisfaction. It is also extremely flexible and easy to use from a back of house perspective."

Ben Carroll
Owner, The Botanist



TOTAL WEIGHTED
SCORE:

83

[READ ALL 31 CUSTOMER SUCCESS REVIEWS FROM IMPOS USERS](#)





ABOUT CEGID

Cegid combines industry expertise with best of breed technology to ensure retail success. Cegid is a leading player in the digital transformation of companies and a provider of cloud services and enterprise software to fashion, beauty and specialty retailers worldwide. The group focuses on omnichannel retailing, including POS, mobile POS, inventory and replenishment, clienteling, CRM and loyalty, as well as business intelligence — all within a single, centralized database that works in real-time. Cegid's award-winning platform allows retailer to deliver a personalized experience and gain a holistic view of their shoppers, products and retail chain.

TRUSTED BY:



ESTÉE LAUDER

FURLA



LONGCHAMP
PARIS

QUIKSILVER

"We can now enjoy more complex interaction with our customers, manage their loyalty points in real time across all sales channels, customize promotions, and offer services such as click and collect."

Etienne de Verdelhan
VP Process Optimization & Chief Information Officer,
L'Occitane

"Cegid's SaaS model will give us a single unified retail solution, resulting in a significant improvement in customer service and functionality; and for the future, this will allow development towards a broader set of Omnichannel opportunities, and easy integration to other systems."

Lee Bingham
IT Manager, Paul Smith

"We chose to work with Cegid because of its expertise in fashion and its international reach. Cegid is present in all the local markets we operate in and the software is highly flexible, giving local support in the relevant languages and lots of specific tools already configured for each region. Following local regulations is one of the greatest challenges in Asia, so Cegid proved to be a 'one-stop shop' for our overseas activity."

Dustan Steer
IT director, Ted Baker

"As a relatively small family company, we wanted technology that would help right across the business, from production right through to selling on to the consumer, yet without too much complexity and expense."

Alain Kostrzewa
chief information officer, Arche



CONTENT

86



SOCIAL

53



COMPANY

100



TOTAL WEIGHTED
SCORE:

85

READ ALL 21 CUSTOMER SUCCESS REVIEWS FROM CEGID USERS





ABOUT NTS RETAIL

NTS Retail is the first software solution provider with a clear focus on telco retail optimization. They support telecoms worldwide to maximize in-store experience and sales performance. They are a global retail software and consulting company with an international network of partners. Together, They offer CSPs a practice-proven retail solution with highest-quality local service.

TRUSTED BY:



"With NTS Retail, Telefónica Germany has been using a wellproven and recurrently innovative solution for retail management for more than 10 years now."

Michael Rauch
Senior Project Manager, Telefonica Germany

"We wanted a solution that delivers most of our requirements out of the box, is flexible, cost-effective, scalable, simple to use and maintain. We also wanted a solution provider that understands partnership and has deep roots in our industry and potential to stick with us for the long term. The NTS Retail team delivered on all accounts..."

Otuyemi Otule
CIO, 9mobile

"With the NTS Retail Suite in the Cloud, Quickline now has a perfect solution in place that helps us operate in a highly cost-efficient and flexible way towards further integrations."

Johnny Steiner
Channel Manager, Quickline

"Together with NTS Retail, we managed to implement a whole new IT infrastructure allowing us to perform sales transactions and contract renewals directly at our new stores and ensure optimum goods replenishment."

Edward Sleijffers
Manager Retail, Tele2



[READ ALL 9 CUSTOMER SUCCESS REVIEWS FROM NTS RETAIL USERS](#)



ABOUT ONE STEP RETAIL SOLUTIONS

One Step Retail Solutions is a retail technology and services company. They are one of the nation's leading resellers of point of sale/inventory control systems for specialty retailers. They empower retailers by giving them the tools they need to succeed. They specialize Retail Management Systems, Inventory Planning and Managed IT Services.

TRUSTED BY:



"We've had better morale with our cashiers than ever before because of the system. It's a very flexible system and it has many capabilities that allow you to configure it—almost tailor-make it—to your business."

Stephen Hicks
President, Hicks Nurseries

"I found the support department to be very good. Whenever I have to call support, they get back to me in a reasonable amount of time, and are very knowledgeable in solving my issues."

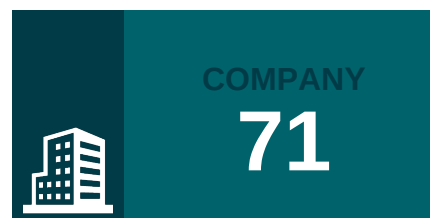
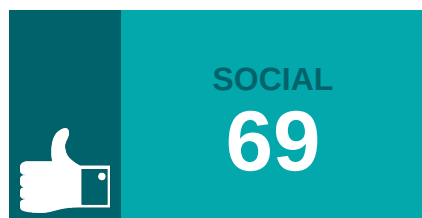
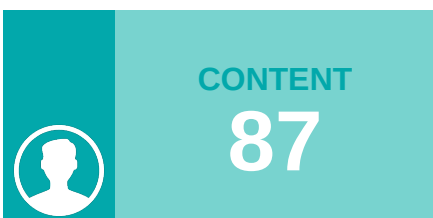
Steve Boehne
Owner, Infinity Surfboard

"We got on Retail Pro in 1995. You can figure the math there but that's the only system we've used. The store, when we first got it, was about 2000 square feet and now we are at 5600 square feet, so keeping track of our inventory has definitely helped us make larger profit margins, as well as not over-purchasing, so we were able to turn out a profit and expand the store."

Soung Kim
Manager, Sportech

"We wanted a system to make us more efficient and now that we are past that curve we can get more advanced. At this time next year [Teamwork] will save us even four more hours a week per person. At this point the people who use the system most already save at least four hours a week."

Jim Murray
Manager, A.K. RIKKS



READ ALL 15 CUSTOMER SUCCESS REVIEWS FROM ONE STEP RETAIL SOLUTIONS USERS



ABOUT CELERANT TECHNOLOGY

Celerant Technology is a leading provider of enterprise retail management software for optimizing operations in store, online and mobile. 350+ clients use Celerant's omnichannel solution that combines POS, E-Commerce, CRM, inventory management, fulfillment processing, marketing automation and analytics to enhance the shopping experience and accelerate business growth and efficiency. Celerant is recognized as a top retail software provider on the RIS Software LeaderBoard and TopCommerce Provider by Multichannel Merchant.

TRUSTED BY:



"Exemplary service from Celerant continues, with ongoing support for daily operations. Whenever a team member faces an operational issue, she is empowered to connect directly with Celerant's robust technical support to resolve it."

Jane Calfee
IT Specialist, Affordables Apparel

"Celerant guides us to the rest of the detail—whether we transferred the firearm or sold it, when, and to whom—which in turn allows us to demonstrate compliance with firearms transaction protocols such as mandatory background checks."

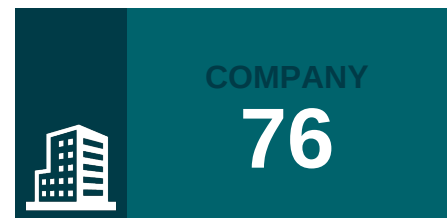
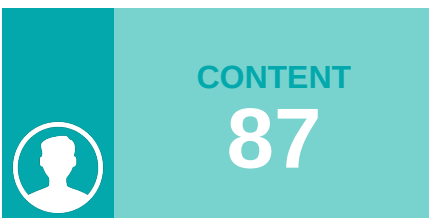
Charles Boudreaux
Software and Inventory Manager, Bameys Police Supplies

"The ability to precisely plan and manage future sales and promotions is a competitive advantage in this market of family owned businesses"

Cameron Salome
President & CEO, College Depot

"It is vital for our retail platform to provide the support needed for firearms sales, such as integrating with a digital bound book to track and record sales in compliance with ATF regulations, and managing soft goods sales with its own requirements. Only Celerant Technology served our firearms needs without sacrificing support for size and color cataloging that is so vital to our soft goods business."

John Phillips
President, Grady's Great Outdoors



TOTAL WEIGHTED
SCORE:

82

READ ALL 17 CUSTOMER SUCCESS REVIEWS FROM CELERANT TECHNOLOGY USERS

Heartland Digital Dining



ABOUT DIGITAL DINING

Digital Dining was originally developed and installed in Australia in 1978. The product was introduced in the United States in 1984 and the Virginia corporation, Menusoft, was formed. In 1984, the first U.S. DIGITAL DINING system was installed at a small Washington D.C. tavern with three workstations. As a pioneer in the PC based POS hospitality market, They are proud to be approaching 30th year in business. Today, they continue to lead industry with extremely innovative functionality and features, most of which have come from suggestions made by more than 50,000 customers. From independents to large chains, from quick service to table service, thier software can be configured to meet your needs.

TRUSTED BY:



"Our venue is 30,000 square feet with a restaurant, music concert venue, multiple bars, and a bowling alley. We need the ability to be mobile. The Digital Dining wireless handheld POS is invaluable to our operation."

Adrees Ali
Manager, Brooklyn Bowl

"Professional, efficient, and exceptional service are just a few words to describe our local Digital Dining dealer. Helping us to customize our Digital Dining system from the start, they have been more than helpful every step of the way! A pleasure to work with!"

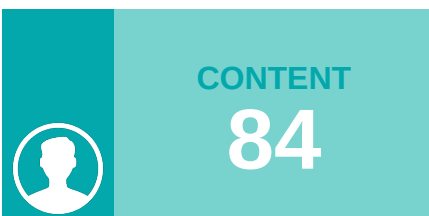
Chris Luffrano
Owner, Aloha Salads

"Simple, yet versatile is Digital Dining system. We now have it in several Winger's locations, both corporate owned and franchise owned. We find it easy to program and it delivers all the reports we require. We rarely have problems with the hardware."

Stefano Bronzati
Owner/Operator, Winger's

"Since installing the Digital Dining handheld solution my sales are up over 20%, the customer service has improved and my labor costs have gone down. This technology has turned my average servers into great servers and they are making so much more money in tips."

Matt Prescott
Owner, Candlelight Inn Restaurants



READ ALL 47 CUSTOMER SUCCESS REVIEWS FROM DIGITAL DINING USERS



ABOUT KITOMBA

Kitomba Spa & Salon Software. Making you more successful. Trusted with over 38 million client visits, Kitomba is the complete salon and spa management system that lets you get down to business. Designed with you in mind, it is full of features such as Point-of-Sale, Marketing, Stock Management, a Loyalty Program and sophisticated Appointment Book. Kitomba is also intuitive and easy to use - your team will embrace the simplicity.

TRUSTED BY:



"Kitomba has been a dream for our reception—booking and rebooking is intuitive, and SMS reminders have saved us hours each day (plus the customers love it!). Kitomba One allow our staff can check their rosters and appointments from home so they can plan for the day ahead. A fantastic, affordable and ever-evolving system."

Victoria Fox
Miss Fox

"We can give our staff a goal to work towards and the tools to get there with Kitomba One Enterprise. That's where the sweet spot is and as a business owner that's how we grow. At the minute I've got two salons but with the help of Kitomba... who knows! It's a powerful tool."

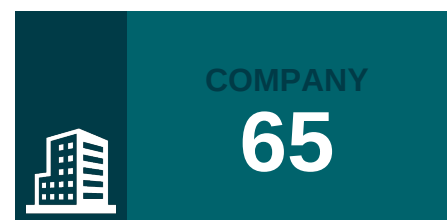
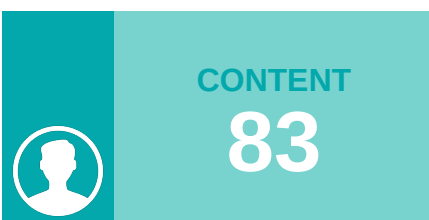
Stevie English
Stevie English Hair

"Kitomba tells us where our business stands. We can easily identify performance strengths, key areas to work on and our team really 'get' (and are motivated by) the visual breakdown."

Dmitri Papas
Papa's and Pace

"Kitomba has really enabled me to see across the board what's going on, to be able to make appointments from one salon for the other salon, and to be able to be anywhere in the world and tap on and know that it's updated every couple of minutes and I can constantly keep an eye on things. I don't think anyone should have a salon without Kitomba."

Brodie-Lee Stubins
Rokstar Salonz



TOTAL WEIGHTED
SCORE:

76

[READ ALL 29 CUSTOMER SUCCESS REVIEWS FROM KITOMBA USERS](#)



ABOUT CAKE

CAKE is a Sysco company formed through the combination and synergy of three technology start-ups that solved for various challenges in the restaurant industry. CAKE brings the expertise and stability of Sysco, the largest restaurant solutions vendor in the country, and the innovative creativity of Silicon Valley together to offer a comprehensive, restaurant-focused technology platform different from anything else available on the market today.

TRUSTED BY:



"With CAKE's hourly reports, we were able to see how we could save three hours a day in payroll and even increase our sales by \$200-300 by adjusting our employee hours."

Edgar Molina
General Manager, Ike's Lair

"The CAKE OrderPad really changed how we do business here...it definitely made a huge difference in our success."

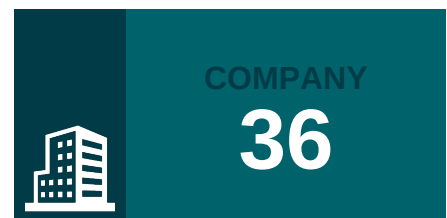
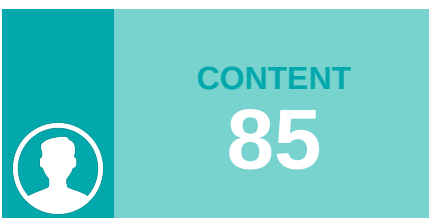
Cliff Barsi
Senior Director of Food Services and Social Enterprise, Inside the Box Café and Catering

"Our hosts now spend less time managing the wait list and more time greeting and servicing our guests. Now we can measure performance and improve our operations."

George Itoh
Director of Operations, Ippudo

"Leapset Guest Manager is a lifesaver during our busiest times. The system allows us to effortlessly manage our wait list. Our staff was hooked within minutes and our guests love it."

Lukus Hasenstab
General Manager, Penelope



[READ ALL 14 CUSTOMER SUCCESS REVIEWS FROM CAKE USERS](#)



ABOUT HARBORTOUCH

Harbortouch Payments, LLC is a leading business technology company and pioneer of the POS-as-a-Service business model, having served over 360,000 merchants in 17 years in business and currently processing more than \$13 billion annually. The company offers a revolutionary free equipment program that delivers best-in-class POS systems with no up-front costs, including state-of-the-art hardware, premium software, custom programming, professional installation, onsite training and 24/7 support.

TRUSTED BY:



DONUT MANIA



TRAILSIDE
OUTFITTER

"We are extremely satisfied with our Harbortouch POS system. We have received nothing but great service from our initial inquiry through today. The system itself has met every one of our expectations, and is terrific to use. I have over 20 years experience using POS systems in retail stores and restaurants, and this system has been the easiest to use, and more importantly, the easiest to train new employees on. I highly recommend Harbortouch POS systems!."

Robert K.
Teodora Caffè

"Harbortouch is amazing! It has simplified our restaurant and is so easy to use. When I can't figure something out for myself, customer service is second to none. They are so quick and efficient! Harbortouch has helped eliminate errors on tickets and streamlined our food stations. Our BBQ restaurant runs even quicker now with our touch-screen POS system. It is definitely an asset to our company!."

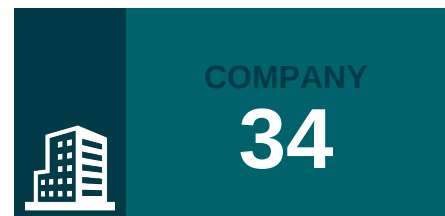
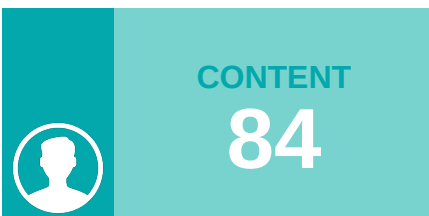
Cheryl F.
Big Dog's Smokehouse BBQ

"Harbortouch has met our expectations and needs from the first day we contacted them through over two years in business. Their customer service team is exceptional. Whenever we've had an issue, they've worked with us to resolve it quickly, no matter the day or time. If it wasn't resolvable right away, they persisted until we were totally satisfied with the solution. Not that there's been that many problems. The hardware and software have stood the test of time. Also, since we got great training, we're able to do most everything ourselves, which is a win-win for us."

Amanda N.
Overflow Coffee Bar

"The Harbortouch POS system has had a huge impact on my business. The system is easy to set up and use. We can keep inventory, change and add new menu items and prices with ease and provide quick sales turnaround which leads to increased customer satisfaction. The speed of approving a credit card transaction takes seconds! We also use the system for tracking employee hours and payroll and sending messages to employees on a daily basis regarding specific duties and news of the day. The customer service staff at Harbortouch is very helpful and always exceeds expectations. I am..."

Ken U.
Kohl's Frozen Yogurt



**TOTAL WEIGHTED
SCORE:**

74

[READ ALL 20 CUSTOMER SUCCESS REVIEWS FROM HARBORTOUCH USERS](#)



ABOUT ARALCO POINT OF SALE SYSTEMS

Aralco Point of Sale Systems has primary focus on inventory control and retail management software including point of sale (POS), Back Office and administration software design, data processing, database design, consulting, custom software development, installation, training and support. Whether you are in the business of apparel, furniture, grocery, plumbing, services or retail where charges are by the hour, Aralco's POS Software solutions ensure retail and wholesale businesses have all the necessary tools to succeed in the global marketplace.

TRUSTED BY:

AUDAINART MUSEUM

DOT



KOMART

ronson

"I also love the flexibility they offer in training– their formal training is great and the videos are a wonderful reinforcement. Aralco people are really professional. They know the business and they are good with the people in the stores."

Charlie Gillen
Operations Manager, Coastec Paint & Decor

"It's way more than just an Automatic Purchase Order System. It's really a Demand Forecasting System that allows us to create automatic P.O.'s on intelligent data. The time that this saves is incredible and anyone in retail knows that inventory management is the name of the game. When you are a multi-store operation purchase orders can become a nightmare but Aralco's system saves us an incredible amount of time and energy."

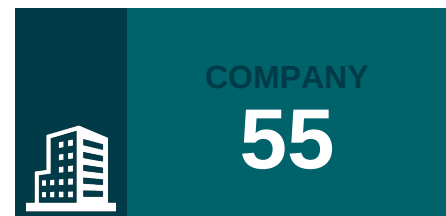
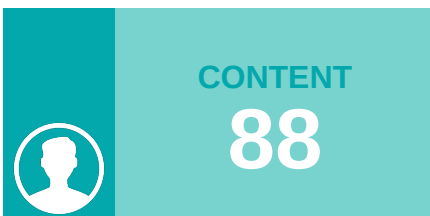
Dave Kershaw
CFO, Esents Aromatherapy

"We've been working with the Aralco system for many years and have grown from 2 stores to 5 stores. Have we had any growing pains along the way? You bet, but MJM and Aralco have worked together over our 7 year relationship to solve them, which at the end of the day is all you can ask for in an important business partner."

Dharma Siwan
Financial Controller, MJM Furniture

"When you've worked with a disastrous package you've very well equipped to articulate what you MUST have in a new package. We had a long list of requirements of any new system we would consider. Aralco had no problem delivering on every need and even offered features we didn't know existed."

Sara Samieian
Moe's Home Collection



TOTAL WEIGHTED
SCORE:

77

READ ALL 18 CUSTOMER SUCCESS REVIEWS FROM ARALCO POINT OF SALE SYSTEMS USERS



ABOUT STITCHLABS

Stitch is an online inventory control solution that simplifies multichannel retail business. It automatically syncs inventory, orders and sales across channels, which provides retailers a holistic understanding of their operations. With Stitch, retailers save time, make better decisions, and grow their businesses. Stitch integrates with top sales channels such as Amazon, eBay, Etsy, Shopify, WooCommerce, and Square, as well as add-ons including Quickbooks, Xero, and ShipStation.

TRUSTED BY:



"All order management is in one place accessed by all employees, who can print whatever documents they need when they need them. Stitch has great sales reporting that gives us real-time information on sales against our budget forecasts."

Glenn Wrigley
Director, Print2Media Ltd

"Stitch has allowed us the flexibility to grow our business without the logistical worry of how the software will handle our growth. It will help us track everything and keep it all together."

Timothy Hemenway
Vice President of Operations and Technology, Creative Lighting Solution (CLS)

"We waited a while for a tool that seamlessly manages inventory across all channels. And right now, Stitch is helping us grow our operations in the U.S., Europe and soon an expansion in Australia."

Thomas Morris
Founder, Viscata

"Stitch has allowed us to make educated decisions on what is selling and when inventory needs to be ordered. We've saved so much money by ordering what is actually selling versus simply what we think is selling."

Jen Lewis
Founder, Purse & Clutch



READ ALL 22 CUSTOMER SUCCESS REVIEWS FROM STITCHLABS USERS

