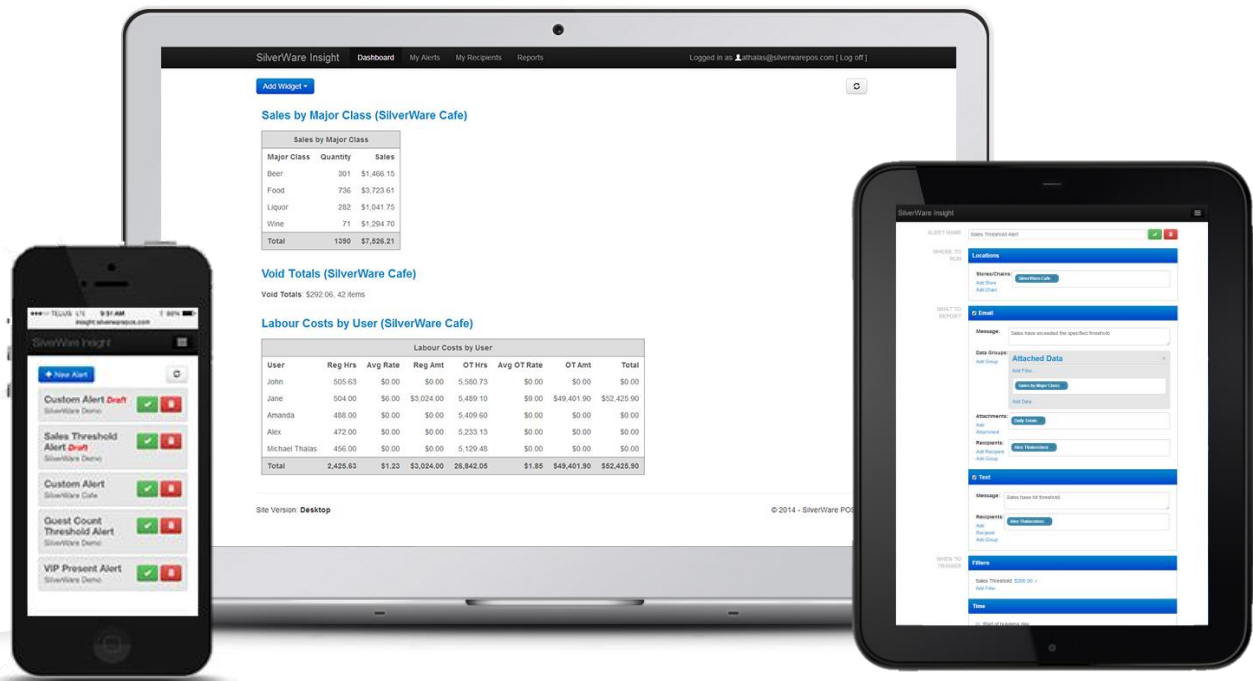# SILVERWARE INSIGHT. BUSINESS INTELLIGENCE. REAL-TIME REPORTING, ALERTS, & ANALYTICS.

A compelling solution for multi-unit organizations and independents alike, Avrio's Real-Time Cloud Reporting produces the metrics, analytics and tools necessary to adapt and succeed in an ever-changing industry. The reports offer a dynamic view of operations through dashboards and multi-store comparative and detailed store reports.

Manage by exception using SilverWare Insight. Receive immediate alerts for personalized key indicators. If you're interested in knowing when voids hit $200 and the voids are greater than 10% of sales, you'll have it. If you want to know when your labor costs are too high, it will be at your fingertips. The available information is practically limitless. The alerts will be pushed to your mobile device via email or SMS in real-time, allowing you to understand your business quicker than ever before.

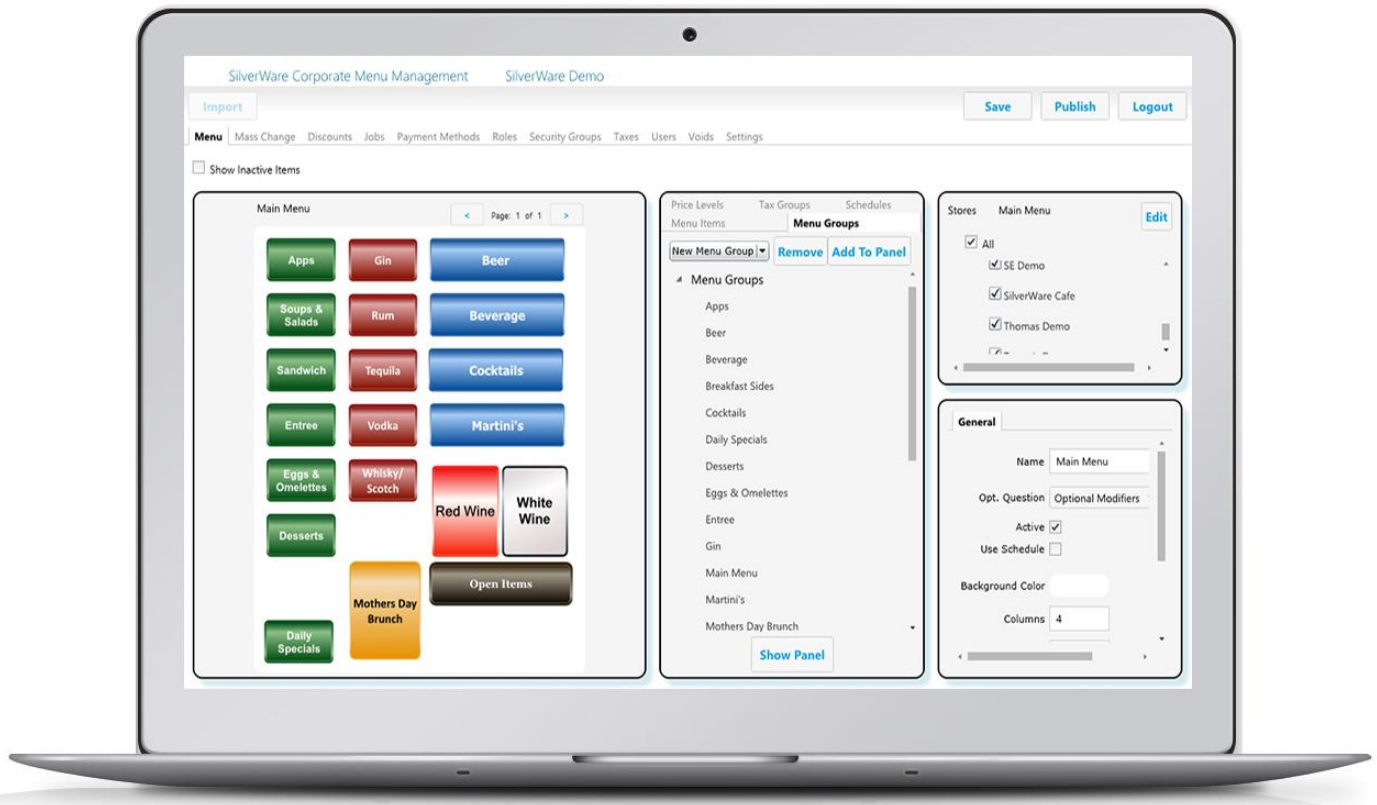## SilverWare's Reporting, Alerts & Analytics:

- Receive tailored alerts and notifications based on exceptions.
- Select from hundreds of templates and have information sent to you on command.
- Alerts and notifications are sent in real-time via email and/or SMS.
- Allows for ad-hoc & customized reporting.
- Multi-store and Single-store reports are available in real-time on the cloud offering numerous filtering criteria.
- Hundreds of dashboards & reports available at your finger-tips.
- Drill down and view detailed information.
- Variety of filter options available that include date range, time range, meal segment, by server, cost center, and more.
- Exportable to Excel, PDF, or CSV.

www.SilverWarePOS.com   #posreimagined

CLOUD-BASED ENTERPRISE MANAGEMENT. MANAGE YOUR OPERATIONS FROM ANYWHERE.

Manage your entire operation from the Cloud with SilverWare's Cloud-based Enterprise Management Tool. This solutions allows you to control an entire operation remotely from a secure website. Make menu and price changes, launch new discounts, voids, payment methods, jobs, employees, all in real-time from the cloud. Making changes has never been easier.

SilverWare's Cloud-based Enterprise Management:

- Add menu items by individual store, region, or chain-wide.
- Make individual store or regional menu changes for pricing, button appearance, size, location, and text.
- Create or edit forced questions, price levels, schedules, reporting classes, taxes, security groups, and button styles.
- Fully automated menu publish to select stores, or regions, or all stores.
- Setup schedules to automatically publish menus on the required launch date or in real-time.
- Updated Menu pricing will refresh at the store level with no management intervention.
- Unique Item Name description for same master item by store if required.

SilverWarePOS
Technology Solutions for the Hospitality Industry

ONLINE ORDERING. ALLOW YOUR CUSTOMERS TO PLACE ORDERS FROM ANYWHERE.

Increase your revenue stream with SilverWare's Online Ordering solution. This solution is fully integrated with SilverWare Avrio POS allowing you to increase your takeout and delivery business by accepting customer orders directly from the restaurant website. The menu information is seamlessly shared between the SilverWare Avrio POS system and the online system.

When a customer completes an online order, the order is automatically transferred to the SilverWare Avrio POS system at the store with items printing to the kitchen. No need to create two menus, or re-enter the order into the POS system. Fully integrated through your website, the look & feel will allow for one centralized brand and customer experience.

SilverWare's Online Ordering:

- Restaurant customers can view your menu, and place takeout/delivery orders from anywhere.
- Items print to the kitchen printer(s) in real-time.
- Orders populate on the POS in real-time.
- Fully integrated with your website.
- Setup customer payment options for either online prepaid, in store, or both.
- Items and pricing mirror those of the POS and all changes will update in real time.
- Pricing can be configured to allow for different pricing on takeout/online orders.
- Attach pictures and information for your customers.
- Print a QR code and display in restaurant to have guests browse your menu through their mobile device.

SilverWarePOS
Technology Solutions for the Hospitality Industry

MOBILE ORDERING. SERVICE YOUR GUESTS QUICKER THAN EVER BEFORE.

Serve your guests quicker than ever with SilverWare's Mobile Ordering Solutions. Seamlessly integrated with the SilverWare Avrio POS system, staff can place orders from a Tablet or Smartphone, including iPhones/Apple iOS, Android OS, & Windows Tablets. Table-Side Orders are quickly sent to the appropriate kitchen/bar printers and the POS is updated in real-time. This solution will dramatically increase service efficiency, up-selling opportunities, and customer service.

SilverWare's Mobile Ordering:

- Place orders directly at the table.
- Items print to the kitchen or bar printers appropriately.
- Print the customers check directly from the device.
- Order through a Graphical Floor Plan on Tablets.
- Use Panel Mode for Tablets and List Mode for Smartphones.
- Orders populate on the POS in real time.
- Items and pricing mirror those of the POS and all changes will update in real time.

![SilverWarePOS - Technology Solutions for the Hospitality Industry]

IN-STORE CUSTOMER ORDERING. ALLOW YOUR GUESTS TO PLACE ORDERS.

Drive efficiency, reduce costs, decrease wait times and serve your guests quicker than ever with SilverWare's In-Store Customer Ordering Solution. Customers can browse your menu and place orders directly on a Tablet or their very own Smartphone all while seated in your restaurant. These orders are quickly sent to the appropriate kitchen/bar printers and the POS is updated in real-time.

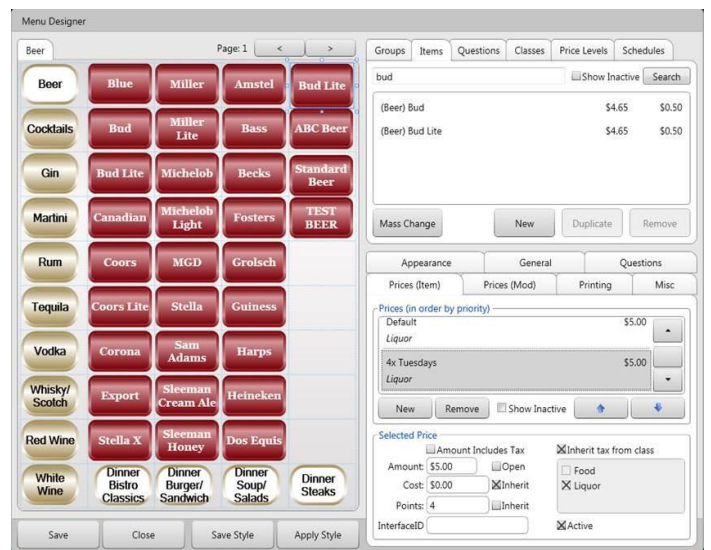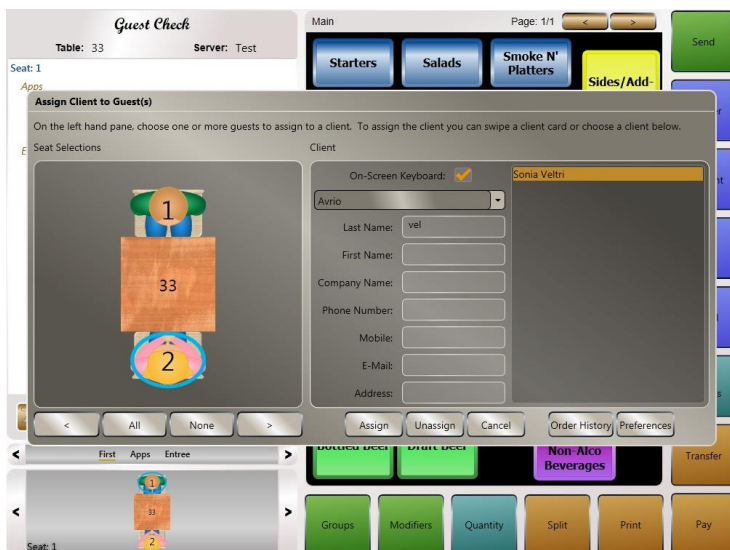**SilverWare's In-Store Customer Ordering:**

- Customers can view your menu directly from a Tablet or their own Smartphone.
- Customers can place orders right from their seat.
- Items print to the kitchen or bar printers appropriately.
- Display detailed pictures and descriptions of items on your menu.
- Orders populate on the POS in real time.
- Items and pricing mirror those of the POS and all changes will update in real time.

CRM. UNDERSTAND YOUR GUESTS IN A WHOLE NEW WAY.

Get to know your customers better than ever with SilverWare's Customer Relationship Management (CRM). Gathering information and catering to your guests has never been easier. The solution empowers you with the information to keep your customers coming back. By using Avrio's CRM, you can offer gift cards, view critical customer data, and create rewards programs that work.

SilverWare Avrio POS offers a dynamic Loyalty Solution allowing you to strategically increase revenues by implementing an incredibly flexible Rewards Program. Points can be awarded and automatically converted to dollars and redeemed during the customers' next visit (i.e. 10 points = $1 gift card). By offering guests individual menu item incentives by schedule and the ability to convert these points to dollars instantly, a faithful customer base is closer than ever.

SilverWare's Cloud-based CRM:

- Points can be earned based on multiple configurable criteria: including a store-wide setting, by major or minor reporting class level, and/or by individual menu item.
- Set individual menu item incentives by schedule (i.e. earn 1x point per dollar by default, and on Tuesdays between 3pm - 6pm set to award 4x points per dollar).
- Assign a customer to entire order or individual seat position.
- Track historical purchases & view favorite items.
- Display customer preferences.
- Assign specific discount percentages to customers – applied automatically when customer is assigned to order.
- Create House Accounts with credit terms which are resettable by day, week, or month.
- Allow customers to earn points which can be automatically converted to dollars.
- Coupons can be generated based on point earned and can be configured so a minimum number of points are required before it can be used.