



SilverWarePOS

Technology Solutions for the Hospitality Industry

POS reimaged



A BIT ABOUT SILVERWARE POS.

Since 1993, SilverWare POS has built its foundation through innovation and customer-focus. The company serves advanced technology to the hospitality industry and strives to stay ahead of the competition. SilverWare Avrio POS is the perfect solution for independent restaurants, midsize operations, & large multinational chains.

STANDING OUT. RECOGNITION & ACHIEVEMENTS.

- Recognized as one of the first to develop a graphical Windows-based POS system.
- Featured by Microsoft in an official launch video profiling innovative software developers using next wave technology.
- Honored twice by Profit Magazine as one of the 100 fastest growing companies in the country.
- Voted #1 POS Software for three consecutive years by The FoodService News.

A TASTE OF TECHNOLOGY.

With an abundance of style and substance, SilverWare Avrio POS stays ahead of the technology curve - setting a new standard in simplicity, functionality, and value. Avrio is constructed with the powerful Microsoft Windows Presentation Foundation running on a SQL Server database, .Net Framework and Visual Studio. Avrio is a highly scalable, resilient and fault tolerant solution developed using the most advanced programming language and database engine available.



PEACE OF MIND. SAFETY YOU CAN TRUST.

SilverWare Avrio POS redefines the term 'redundancy' by utilizing modern SQL server capabilities to offer automatic failover. The changeover is seamless and transparent, requiring no intervention from restaurant management, or the need to contact a POS Help Desk.

CUSTOMIZED FOR YOU & YOUR ENVIRONMENT.

Avrio adapts to your business by giving you the tools to easily customize the 'Look & Feel' of the system. Fully customize color schemes for all screens and the appearance of buttons including size, position, font, color, and shape. Save & Apply 'My Favorites' to multiple buttons simultaneously.

TABLE SERVICE SOLUTIONS. DESIGNED WITH YOU IN MIND.

With never-before-seen visual elements, SilverWare Avrio is armed with an unmatched visual ordering experience and innovative table management functions like zoom, sectioning, floor plan rotation, table joining, and graphical gender-based ordering and tracking. Advanced Table Status Indicators help you determine if a potential service issue looms with just one glance at the floor plan and proactively attend to the customer, thus avoiding a negative guest experience.



QUICK SERVICE SOLUTIONS. MEETING YOUR NEEDS.

Precisely crafted to outmatch the pressing needs of quick service venues, Avrio's design is built to bring out your staff's best. Its customizable single-screen layout empowers staff to promptly and efficiently process drive-thru, takeout, and eat-in orders. The flexible automatic combo detection feature ensures your customers receive the best possible price on every transaction.



BAR & NIGHTCLUB SOLUTIONS. A TRUE NIGHT OWL.

Avrio delivers speed and control for bar and nightclub operations through the unique 'Itemized Bar Tab Display' configuration. A rapid "REORDER" button is available for instant repeat of last round, while its speedy tab-to-table or tab-to-tab transfers give your staff the upper hand during high volume periods. This efficient and flexible solution works hand-in-hand with your CRM program and allows you to start a bar tab with a single swipe of a customer's credit card or driver license.

REAL TIME CLOUD-BASED REPORTING. INFO AT YOUR FINGERTIPS.

A compelling solution for independent and chain organizations alike, Avrio's 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. All this is available in real-time through the internet with mobile versions optimized for iPhone and Android.

CLOUD ALERTS & ANALYTICS. RECEIVE NOTIFICATIONS IN REAL-TIME.

With Avrio's Cloud Alerts, you can receive immediate notifications for personalized key indicators. If you're interested in knowing when you've exceeded \$500 in voids 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 in real-time, allowing you to understand your business better than ever before.



CLOUD MANAGEMENT. MAKE CHANGES ON THE FLY.

Using Avrio's Cloud Management, you can control your entire operation remotely from a secure website. Launch new discounts, voids, payment methods, jobs, employees, menus; make price changes, add menu items by individual store, region, or chain-wide and schedule all in real-time from the cloud.

ONLINE ORDERING. ANYWHERE. ANYTIME.

Increase your takeout or delivery business by taking orders directly from your own website. With the SilverWare Online Ordering system, your menu information is seamlessly shared between your POS and your online system. Customers can view your menu, and place takeout/delivery orders from their personal smartphone or mobile device. When your customer completes the order, the information is automatically transferred to the store POS system with items printing in the kitchen. No need to create two menus, or re-enter the order into your POS.

MOBILE ORDERING. SERVICING GUESTS QUICKER THAN EVER.

Serve your guests quicker than ever with SilverWare's Mobile Ordering application. The solution empowers staff with the ability to view floor plans, seat guests, and place orders from a Tablet or Smartphone. Working hand-in-hand with the SilverWare POS terminals, this application allows for table-side ordering and increased efficiency. Orders are quickly sent to the appropriate printer without the server ever having to leave their section. This will increase the opportunity for up-selling and provide improved customer-service.





WEB RESERVATIONS. PLANNING MADE EASY.

With innovation and customer-focus at the forefront, SilverWare offers a Web Reservation system like no other. Allow your guests to create a profile, book a table, and choose a particular room in your venue, straight from your website or from their Smartphone. Seamlessly integrated with the hostess station at the store-level, you can view reservations in real-time, scroll through dates and times, and drag-and-drop to seat customers. By sharing one customer database, your staff is empowered with the information necessary to keep your guests coming back.

CRM. UNDERSTAND YOUR GUESTS IN A WHOLE NEW WAY.

What do women order the most? What beverages do men prefer, on certain days, in particular outlets? What is Ms. Johnson's favorite Appetizer? Avrio empowers you with the information to keep customers coming back. By using gift cards, customer tracking, and frequent diner programs, you can capitalize on this information by developing precise marketing campaigns and offer client-based pricing. Avrio allows you to get closer to your customers than ever before.

MULTI-LINGUAL & MULTI-CURRENCY. TAKE IT ANYWHERE.

Avrio's vast multi-lingual capabilities support language display by store, or the flexibility to assign separate languages within the same store by employee, on-screen menu display & printer destinations.

KITCHEN DISPLAY SYSTEMS. INCREASE EFFICIENCY ONE ORDER AT A TIME.

Increasing the efficiency of your operation has gone one step further with Avrio's flexible Kitchen Display System. The solution awards your staff with ground-breaking features to improve order accuracy, reduce food waste, and improve preparation times. Its accommodating customizable views take advantage of real-time information, gauging the average order time to increase service speed, operational efficiency, and revenue.

DIGITAL MENU BOARDS. ENGAGE YOUR CUSTOMERS & INFLUENCE DECISIONS.

Let your business benefit by flaunting your menu for everyone to see. Instantly update content from your Avrio POS system to the digital menu boards in real time. With more than 70 per cent of purchase decisions made in-store, take pride in your menu and reap the rewards by influencing your customers' purchases. Confidently display menu items, while simultaneously advertising new products and promotions.

REAR DISPLAY SCREENS. INTERACT WITH YOUR CUSTOMERS IN A MEANINGFUL WAY.

A knowledgeable customer is an engaged customer. Take advantage of Avrio's Interactive Rear-Displays and increase revenue by up selling featured combos, promotions and gift cards. Show off your speed and accuracy by allowing customers to view complete order details, while at the same time displaying pictures and other promotional advertisements. Customize content and deliver your messages in an alluring manner.



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