



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



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-first 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





The Ultimate Guide
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 restaurant chains such as Firehouse Subs, Chipotle, and Starbucks.

Strengths

There's no doubt that Aloha's biggest strength is its POS 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 restaurant. Not to mention, some of Aloha's legacy hardware can be pricey to repair or replace if the devices become outdated, and impossible to resell if you decide to change POS providers down the line.

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. Ultimately, this means you'll have to jump through a few extra hoops to get a reasonable idea of what payment processing fees will look like at each of your venues.

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 restaurant chains and franchises like Starbucks and Chipotle. The POS system is especially valuable for restaurant brands with a global footprint, as NCR provides customer and technical support on an international scale.

Of course, like any enterprise system, the Aloha POS does not come cheap. Though Aloha is quite secretive about its pricing, it's widely known to be one of the most expensive POS systems on the market. And when you factor in the added cost of maintaining Aloha's proprietary hardware, cost can quickly become a deal-breaker for most restaurants, especially smaller multi-location businesses.



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, highly technical features with customizable enterprise solutions
- Proprietary hardware and pricey monthly software fees
- In-house payment processing available through NCR, but little transparency when it comes to payment processing fees
- Best for international restaurant chains and franchises with very specialized needs

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 quite robust and come with a lot of additional capabilities that other POS providers lack. For instance, Silverware is equipped with some advanced multi-unit management features for hotels, resorts, and other hospitality venues. In fact, this sector makes up a major part of Silverware's customer base.

Another one of Silverware's strengths is the flexibility when it comes to POS hardware. Silverware offers both on-premise and cloud-hosted deployment, so customers have the option to use Windows, Android (powered by Linux), or Apple devices. Silverware also has a partnership with Clover that allows you to use Silverware's POS software on the Clover Flex terminals as a mobile tableside ordering and EMV payment processing solution. Ultimately, this wide range of hardware options means operators have a lot of choice when it comes to finding the right hardware fit for their specific business needs.



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 Averro to get the information you need.

And if you are using Averro 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

Silverware is a bit unique in that it does not offer an in-house, integrated payment processing solution. On the one hand, this kind of flexibility can be beneficial for some restaurateurs because it allows them to choose a payment processor that best fits their needs.

However, it's important to keep in mind that if you choose to use an unintegrated payments solution, you'll have to carry out all credit card transactions separately and enter the amounts from each transaction manually into your Silverware POS system. This can be a problem because manually entering each transaction is both time-consuming and carries a high risk of error.

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 Hospitality Businesses

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. Silverware POS is particularly well suited to enterprise hospitality businesses such as hotels and resorts.

While Silverware's features may have all the bells and whistles, the actual technology still lags behind that of many modern POS systems. For restaurants 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
- Some strong POS features, but limited reporting capabilities
- Outdated user interface with a steep learning curve
- Best for enterprise hospitality businesses such as hotels and resorts

Oracle MICROS Symphony POS

Overview

The **MICROS POS** (formally known as the Oracle MICROS Symphony 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.

The MICROS POS is now a popular choice for well established, global restaurant chains, like Outback Steakhouse, Quiznos, and McDonald's, as well as other venue types such as stadiums, hotels, airports, cruise ships, and more.

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 hundreds of 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 the the MICROS POS offers an incredible number of features for food and beverage businesses, it's worth noting that the MICROS POS is not designed exclusively for restaurants. In fact, the MICROS POS is also used for stadiums, arenas, airports, train stations, cruise ships, casinos, and a host of other venue types.

And though it might seem like a plus that the MICROS POS can support so many different venue types, it's actually a drawback for most operators. The majority of restaurants – aside from some international chains and franchises – don't actually need a POS system that's also equipped with niche stadium and casino capabilities. In fact, the sheer number of features available through the MICROS POS system actually makes the system quite complicated and more difficult for staff to carry out basic tasks on a day-to-day basis. Not to mention, a system this robust and powerful also comes with a pretty big price tag for a laundry list

of features that most restaurateurs will never actually use.

And speaking of price, this is another major drawback of the MICROS POS. Oracle isn't very transparent with its pricing and promises a custom quote for each customer. However, the MICROS POS is designed for major global restaurant brands, which means that you should expect a major price tag to match. Additionally, the MICROS POS system also requires the purchase of proprietary hardware, which is another added cost.

Lastly, there is the issue of the user experience. MICROS began as a legacy POS system, which means it's modeled on the old, hardwired POS systems that were common in the 1990s and early 2000s. Though Oracle has given its POS system a major update to compete with newer, cloud-based solutions, many operators will still find the MICROS POS interface and user experience to be largely outdated.



Payments

In the past, MICROS has worked with the payment processor Heartland Payment Systems to create an easy integration between credit card processing and the MICROS POS. However, MICROS doesn't currently require the use of any one particular processor, meaning customers have the freedom to choose from a wide variety of integrated payment processing partners.

Pricing

As mentioned, Oracle 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.

Even if the MICROS POS does fit your budget, it's worth considering the added expenses that might appear down the line. Both the MICROS POS software and hardware are based on older technology, which requires a lot of costly maintenance. Not to mention, you also have to account for the costs associated with software updates, support, and hosting.

The Best POS For: Global Hospitality 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 restaurant operations don't actually need a system this powerful. Most single and multi-location operators will find that MICROS' robust features 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. Not to mention, the time and expense of maintaining a system this comprehensive is an added burden for most restaurateurs.



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 POS features and add-on solutions
- Expensive system with high hardware, software, and maintenance costs
- Best for global hospitality brands, such as international restaurant chains and franchises

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 many hospitality brands and hotel restaurants.

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 loyalty, online ordering, reservations, back office management, 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 clients, with less research and development dedicated to the needs of 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. This means that Squirrel customers need to find their own payment processing solution. While this creates extra work for operators, it does also provide a bit of flexibility to shop around.

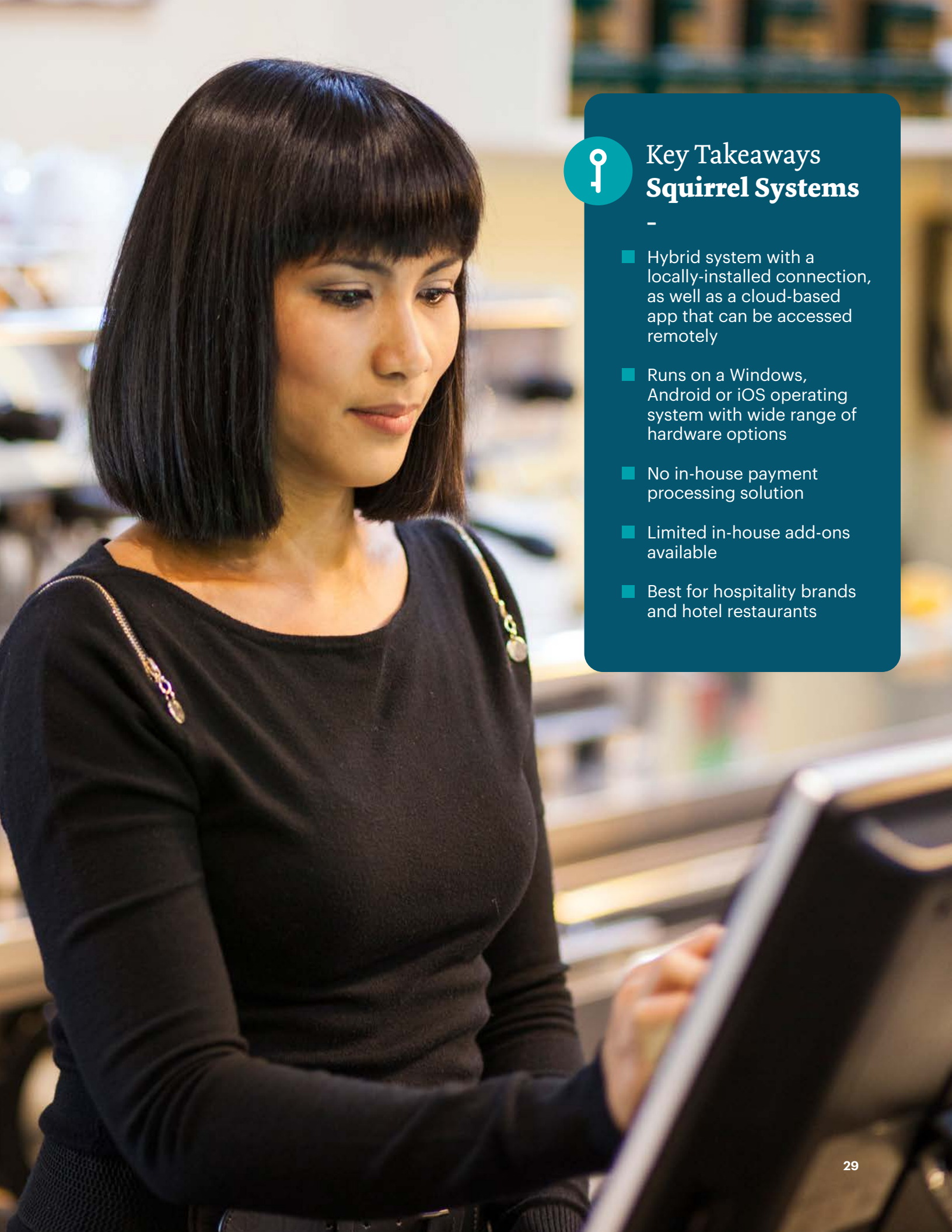
Pricing

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. It's also important to consider that you may be shelling out a lot of money up front for proprietary hardware (if you go that route).

The Best POS For: Hospitality Brands and Hotel Restaurants

With a robust set of core features and a wide variety of third-party integration partners, Squirrel Systems is a great fit for hospitality brands and hotel restaurants. As a result, it's no surprise that big names like Atlific Hotels use the Squirrel POS system.

But while Squirrel's core POS may be strong, the system is lacking when it comes to in-house add-ons like reservations, loyalty, 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 with wide range of hardware options
- No in-house payment processing solution
- Limited in-house add-ons available
- Best for hospitality brands and hotel restaurants

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 a cloud-first, all-in-one POS and restaurant management system that enables operators to delight their guests, maximize profitability, and grow their businesses. Designed exclusively with restaurants in mind, TouchBistro provides the most essential front of house, back of house, and guest engagement solutions on one easy-to-use platform.

Unlike many legacy POS providers, TouchBistro was designed with cloud capabilities at the forefront and was the first company to launch an iPad-based restaurant POS. TouchBistro has now been a leader in the restaurant technology space for more than a decade and has become the POS of

choice for thousands of single and multi-location restaurants. TouchBistro has even been featured as Gordon Ramsay's dedicated POS system 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 internet 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.

But perhaps TouchBistro's biggest strength is how easy the system is to learn, navigate, and use on a day to day basis. As mentioned, TouchBistro was built exclusively for restaurateurs by restaurant industry veterans. Consequently, the platform features a sleek, yet simple interface that is incredibly easy to use, which ultimately sets TouchBistro apart from many of its older, legacy POS peers. Though this might not seem like a distinguishing feature, having a POS that is easy to use is essential because it speeds up the onboarding and training process for new staff, while also ensuring a smooth transition process for existing staff.

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, national or international chains may find TouchBistro somewhat limiting due to its limited enterprise functionalities. While TouchBistro is well equipped for growing multi-location businesses, it does not offer the level of customization and flexibility that restaurants with hundreds of locations will require.

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. While this may be a challenge for some major restaurant brands with very specific needs, the majority of restaurants will find that TouchBistro's integrations with best-in-class partners like 7shifts and Deliverect should more than cover their needs.





Payments

Perhaps the biggest difference between TouchBistro and many of the best legacy POS providers is that TouchBistro offers its own in-house, integrated payment processing solution. This means you enjoy a fully integrated payment processing solution for your restaurant, backed by best-in-class payment processing technology, advanced security, and the support of dedicated payments experts.

The biggest benefit of TouchBistro Payments is the direct integration with the POS – something many legacy POS providers are unable to offer. Thanks to this integrated workflow, the TouchBistro POS speaks directly to the payment terminals, allowing for a seamless flow of data and eliminating the need for manual entry. This direct integration reduces the risk of order errors (and subsequent chargebacks), while also ensuring a quick and easy payment process for customers.

Pricing

Not only are TouchBistro's payment processing fees competitive, but so are its monthly software fees. TouchBistro's software starts at \$69 USD 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).

The Best POS For: Single and Multi- Location Restaurants

With all the POS features you need to run a restaurant, TouchBistro is a great all-around solution for restaurants big and small. And with in-house technology like loyalty, online ordering, back office management, integrated reservations, and more, 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 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**

- A modern, all-in-one POS and restaurant management system designed exclusively for restaurants
- Seamless integration between iOS software and Apple's iPad tablets
- In-house, integrated payment processing solution with competitive pricing and the backing of a trusted institution
- Robust features and add-on solutions, including loyalty, online ordering, and integrated reservations
- Best for single and multi-location restaurants that are growing and scaling

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

**TouchBistro Annual Report: The State of Full Service Restaurants in 2020*

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	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., 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

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

In-House Integrated Payments	✓	✓	✗	✗	✓
Online Ordering	✓	✓	✓	✓	✗
Integrated Delivery	✓	✓	✗	✓	✗
Inventory & Back Office Management	✓	✓	✗	✓	✗
Integrated Reservations	✓	✗	✓	✓	✗
Gift Cards	✓	✓	✓ (part of the loyalty program)	✓	✗
Loyalty and Customer Relationship Management	✓	✓	✓	✓	✗
Self-Serve Kiosks	✗	✓	✗	✓	✗
Kitchen Display System	✓	✓	✓	✓	✗
Customer Facing Display	✓	✓	✓	✓	✗
Digital Menu Board	✗	✓	✗	✓	✗
Marketing	✓	✓	✗	✓	✗

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	✗	✓	✗	✗	✗

Payments

Payments Pricing Model	Cost plus (interchange plus) pricing	Not publically available	Varies based on payment processor	Varies based on payment processor	Varies based on payment processor
Payment Processing Fees	<p>TouchBistro Payments (U.S. only): Interchange + processing fee</p> <p>Integrated Payments for Online Ordering: 2.9% + \$0.30 / transaction (CAD)</p> <p>Competitive card-not-present processing fees (U.S.)</p>	Not publically available	Varies based on payment processor	Varies based on payment processor	Varies based on payment processor

Software Pricing

	Starting at \$69 USD / month for a single license	Pricing only available with quote	<p>Standard: \$49 USD / month per license</p> <p>Premium: \$69 USD / month per license</p> <p>Enterprise: \$89 USD / month per license</p>	Pricing only available with quote	\$57.50 USD / month for the first device + \$20 USD / month for additional devices
	Tiered pricing (cost decreases for each additional license)				

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, be on the lookout for any hidden "junk" fees that may be passed on to you or your customers.



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 so much more than a point of sale (POS). TouchBistro is an all-in-one POS and restaurant management system that enables operators to take care of their guests and grow their businesses.

Designed exclusively with restaurant and hospitality businesses in mind, TouchBistro provides the most essential front of house, back of house, and guest engagement solutions on one easy-to-use platform.

16,000+ restaurants powered

100+ countries

\$14 billion processed annually

Why Restaurants Love TouchBistro

Expert and Peer-Recommended

TouchBistro is consistently rated 4.5+ stars out of 5 by G2, Merchant Maverick, Capterra, and more.

Real-Time Cloud Reporting

Equipped with more than 50 cloud-based reports, TouchBistro gives you instant access to the insights you need.

Zero Downtime

Our offline mode allows your devices to continue talking to each other, even when your internet goes down, so service is never interrupted.

Round-the-Clock Support

Get up and running quickly with our one-box POS solution and enjoy the peace of mind of 24/7 locally-based support, available 365 days of the year



“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](#)



