

**Imperial College Union
Finance and Risk Committee**

Thursday 21 March 2019

AGENDA ITEM NO.	20
TITLE	Electronic Point of Sale System (EPOS) Review
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EXECUTIVE SUMMARY	<p>The Orbis Tech Ltd EPOS solution went live in February 2017 and even though the investment has yielded some benefits we have not achieved the full potential from a key management information system.</p> <p>Without key staff (Systems Manager, Operations Manager, Bar Managers) in place the progression to achieving full utilisation will be slow.</p> <p>The need for a detailed review and analysis has been highlighted as part of the next steps.</p> <p>Questions for Discussion: What is the appetite of the Board towards further investment in the Orbis Tech product range?</p> <p>What customer reports and analysis would the Board like to see?</p>
PURPOSE	To stimulate an annual review of the effectiveness of our key management information systems.
DECISION/ACTION REQUIRED	For Discussion

Brief History

Our current EPOS system which serves both the licensed trade and retail shops went live in February 2017 after a detailed tendering and installation process. The system accounts for over £3.0m (over 30%) of total income for the Union.

While its implementation has brought significant benefits including record graduation sales, enhanced speed of service, better management of a single business partner, a flexible asset base allowing flexible deployment of its infrastructure to name but a few. There have also been significant challenges with customer services, system teething issues and the lack of product development resource from the supplier.

From October 2018 weekly assessment reviews meetings have been conducted by the Head of Finance and Resource and the Systems Manager with senior regional managers in an attempt by Orbis Tech to improve customer relations and resolve outstanding issues as they have recognised that their own recent developments have contributed to a less than satisfactory service. The review meetings have been downgraded to bi-weekly catch-ups.

Current Challenges

With the recent departure of senior bar staff and the imminent departure of the Systems Manager, there has been a noticeable loss of user knowledge and experience.

It was envisaged that after two years EPOS would have developed and be the “go to” system resource for key customer information and trends and that Orbis Tech would have continued to develop the product range.

Concerns are beginning to emerge about the longer-term suitability of the product range as the needs of licensed trade are different to that of a retail environment. A detailed review is needed to clarify the longer-term benefits.

Next Steps

- A detailed review to identify the benefits of a single EPOS solution
- Maintain the bi-weekly review catch-up session as valuable intelligence is being shared about future developments
- Engage the new Operations Manager
- Review and track the Orbis Tech development pipeline and consider what benefits could accrue to the Union
- Internal training to maximise the current benefits