



SOLUTION PROFILE

COFFEE DRINKERS ARE FREQUENT BUYERS – MANY BUY COFFEE EVERY DAY. YOUR GOAL IS TO KEEP THEM COMING BACK TO YOUR STORE FOR THEIR DAILY DOSE. BUT, WITH MORE RESTAURANTS, DONUT CHAINS AND EVEN CONVENIENCE STORES AGGRESSIVELY PURSUING THE COFFEE DOLLAR, YOUR CUSTOMERS HAVE MORE CHOICES THAN EVER. THE RIGHT TECHNOLOGY SOLUTION CAN HELP YOU DELIVER THE EXCEPTIONAL SERVICE AND REWARDS THAT ENSURE YOUR CUSTOMERS CONSISTENTLY CHOOSE YOU OVER THE COMPETITION.

ALOHA OFFERS EVERYTHING YOU NEED IN A TECHNOLOGY SOLUTION – POINT-OF-SALE, LOYALTY, GIFT CARDS AND ENTERPRISE REPORTING – IN AN INTEGRATED PACKAGE. BUILT FROM YEARS OF EXPERIENCE SERVING RESTAURANTS AND COFFEE SHOPS, THE ALOHA SOLUTION PROVIDES TOOLS TO HELP YOU STIMULATE REPEAT BUSINESS, IMPROVE CUSTOMER SERVICE AND CONSISTENTLY GROW SALES – ALL WHILE REDUCING OPERATING COSTS.



COFFEE SHOPS

BUILD CUSTOMER LOYALTY

Deliver an unparalleled experience – fast, convenient, consistent service – every time customers visit your store. Reward them for repeat visits and purchases with instant discounts, targeted coupons and free items.

INCREASE SALES

Increase your average check through successful up-selling, cross-selling and marketing of promotional items and special offers. Build more consistent and predictable revenue streams with compelling loyalty and frequency programs and gift card sales.

SLASH EMPLOYEE TRAINING TIME

Reduce training time on store technology from hours to minutes. Graphical user interfaces and seamless integration of the entire software/hardware suite make the Radiant solution incredibly simple to learn and use.

BETTER CONTROL OPERATING COSTS

Gain the real-time insight needed to make fast decisions and prevent unnecessary costs. Snapshots of sales, labor costs, cash and more accessed at the POS provide a comprehensive view of the business at your fingertips.

OPERATE MORE EFFICIENTLY

Streamline store operations with a solution optimized for your business. All components – from point-of-sale to loyalty to enterprise reporting – work together seamlessly, giving you a better ability to serve customers, implement marketing programs quickly and manage operations more efficiently.



Combining the industry-leading Aloha software suite with reliable, rugged Radiant hardware



ALOHA QUICKSERVICE POINT-OF-SALE

Powerful, easy-to-use technology designed to meet your unique business needs.

- ▶ Graphical user interface with highly configurable menus and lead-through order entry.
- ▶ Cashier training mode with live practice environment (no effect on actual sales).
- ▶ Integrated credit card processing with support for major payment processors over multiple communication infrastructures.
- ▶ Scale integration and custom weight entry at the POS for coffee bean sales.
- ▶ Merchandise scanning of retail items, such as coffee mugs, teas, gifts and prepackaged coffee bean bags.
- ▶ Support for selling and reporting on non-tax grocery items.
- ▶ Dual cash drawer support, allowing two cashiers to share one POS terminal.
- ▶ System security access setup by employee job/role.
- ▶ Cash management, employee management and inventory quick counts performed at the POS or traditional back office station.
- ▶ Employee clock-in and clock-out at the POS.
- ▶ Extensive front-of-house reporting: sales, product mix, labor costs as percent of sales and more.

ORDER CONFIRMATION DISPLAY

Multimedia point-of-purchase advertising for more effective promotions, up-selling and cross-selling.

- ▶ Graphics and video support for promoting your coffee club, gift cards and seasonal items like iced coffee.
- ▶ Automated up-selling and cross-selling of add-on items – such as biscotti and bakery items – during the transaction.
- ▶ Line-by-line display of the customer's entire transaction as it is being entered, including cash tender or payment processing.

ALOHA eCARD GIFT CARD SYSTEM

Innovative, revenue-generating marketing program that's quick and easy to setup and launch.

- ▶ Turnkey gift card solution designed for any size operator-includes card sales, redemption, configuration and reporting as well as physical card production (through Radiant partnership).
- ▶ Unlimited card types for special promotions, holidays or a wide range of preset card values.
- ▶ Gift card balances printed on customer receipt.
- ▶ In-store reporting at the POS or back office; real-time enterprise-wide reporting, including scheduled reports delivered via email.
- ▶ Simple, flexible configuration – for the entire chain or one store-using Web-based “Wizards.”

ALOHA eFREQUENCY CUSTOMER LOYALTY PROGRAM

Powerful, easily-implemented reward systems to help stimulate repeat business.

- ▶ Unlimited number of bonus plans with a variety of plan types: item based (buy 10 and get 1 free), dollar based, points based, frequency based or random.
- ▶ Flexible rewards, including instant discounts at the time of purchase, gift card credit and bounce-back coupons printed on customer receipts.
- ▶ Plan schedules and bonus events, such as free biscotti with purchase of premium beverage after 3 p.m.
- ▶ Easy customer setup at the POS, efficient program configuration at the corporate level using Web-based “Wizards” and instant new program rollout with no need for store-level intervention.
- ▶ Rich enterprise reporting options, including customer history and management alerts.

ALOHA ENTERPRISE

Increased visibility and control of the business from any location.

- ▶ Anytime, anywhere Web-based access to comprehensive reports and alerts.
- ▶ Consolidated multi-store reporting with extensive drill-down analysis.
- ▶ Analysis and comparison reporting, including same store sales across periods.



- ▶ Real-time alerts that highlight unexpected issues – such as unscheduled labor hours or excessive cash over/short-and provide guidance on resolving the problem.
- ▶ Straightforward configuration and management, including user access security administration and custom report building.



FOR MORE INFORMATION, PLEASE VISIT US AT
WWW.RADIANTSYSTEMS.COM OR CONTACT US AT 800.229.0991 x7055

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