

Point of Sale ‘Pioneer’s’ Perform Perfectly Together

November 2012 – If you did not already know it, there is another ‘pioneer’ in the point of sale industry that goes by the name of Pioneer Retail Systems. Pioneer Retail specializes not only in POS hardware and software, but accounting software, merchant services and labeling software as well. When they were looking for partner in an installation, they called upon the other true ‘pioneer’ in the POS industry, [Pioneer POS](#). With both of the ‘Pioneer’s’ help, the hospitality services offered at the newly opened [Fox Cities Performing Arts Center \(FCPAC\)](#) needed expansion to keep up with the facility’s popularity. The FCPAC has “established itself in Appleton, WI as a place to serve the community to gather and engage in educational opportunities and enhance understanding and enjoyment of life through the creation and presentation of the arts.” The FCPAC provides the premier venue for performing arts attractions and dynamic environment for arts organizations in the heart of Appleton’s downtown. Now the FCPAC has significantly increased their efficiency’s in customer service, thanks to Pioneer POS.

Just down the road from the Pioneer Retail Systems headquarters, the FCPAC was seeing an increase on their customer volume, and needed more POS stations to help with the increased demand so they could decrease their customers wait times in line. The FCPAC is a large facility having multiple auditorium seating levels, with each level having lobby and concession areas totaling 25,000 sq. ft. These lobbies provide the neighboring Appleton community the necessary space for events at the center, as well as the ability to host receptions, meetings and other events. The lobby areas also service an additional hall within the complex, and a 2,100 seat theater as well-meaning Pioneer Retail Systems had a big job on its hands. Throughout the FCPAC complex Pioneer Retail Systems had installed and serviced 12 hospitality stations located throughout their new facility, all utilizing the [Pioneer POS S-Line](#) with built in EPSON thermal printer with [Future POS](#) hospitality software. With a solid hardware platform featuring [Pioneer POS](#) all-in-one touch computers, [Future POS](#) was able to recently integrate their software with a 15” Pioneer POS S-Line. The Future POS Windows based point of sale software solution was a perfect match since it is specifically designed for the hospitality and retail industries.

Annette Bichler, owner of Pioneer Retail Systems, said that “since the components of the S-Line with the built in printer are made as an all-in-one, it reduces the amount of space needed for the equipment so they are able to utilize these terminals not only as a stand-alone unit but a mobile unit as well for other areas within the Fox Cities Performing Arts Center.” She went on to say that their main function is “processing drink and food sales and Future POS and Pioneer POS are the perfect systems for what the FCPAC needed.” Future POS faster front end processing, fully customization, numerous reporting options, and over 15 years of ‘reliable and secure’ developing experience only made the software package that much more attractive to the center. The FCPAC was literally able to go live within a couple of hours of the installation, thanks to Pioneer POS and Pioneer Retail Systems.

The [Pioneer POS S-Line](#) is an all-in-one design by integrating an EPSON® thermal receipt printer into a touchcomputer. The S-Lines compact design allows [easy setup](#) and saves much needed counter space and reduces cable clutter. The S-Line loads the most commonly used paper size: 80mm (3 1/8") wide by 80mm (3 1/8") diameter and the printer prints at 250mm (9.8") and has an auto-cutter which helping reduce paper jams. [Replacing the paper](#) is easy and it works just like a standard thermal printer. The S-Line is the printer's [patented tool-less "slider" design](#) allows the printer to be replaced in a matter of minutes without affecting the entire system ([watch video](#)). The S-Line stands



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15" tall and 14.5" wide (16.25" with MSR), and will free up the space beside your POS terminal by eliminating the need of an external printer. The S-Line has a bright 15" display, and is powered by Intel's Atom, up to Core 2 Duo processor and runs most Windows operating systems. A wide range of integrated peripherals are also available including a magnetic stripe reader, biometric reader, barcode scanner, and secondary display.

In just over 6 years, Ms. Bichler and Pioneer Retail Systems have established themselves as the only POS solution you will need for any business's POS needs. "Customer service and satisfaction is our #1 priority. We provide quality products and services to every customer. A happy and satisfied customer is a repeat customer, and word of mouth is the greatest advertisement we could ask for!" Annette concluded that, "the FCPAC now is able to service more customers, therefore increasing customer satisfaction which generates more sales;" concluding that, "with these Pioneer POS terminals, the major benefit of installing this technology solution was the ability for the FCPAC to service a larger volume of customers in a timelier manner, reduce customer to make a truly cohesive solution for customer service needs. The Pioneer POS S-Line terminal is the answer."

To learn more about [Pioneer POS](#) products, please visit the Pioneer POS [products](#) page.

About Pioneer POS

[Pioneer POS Inc.](#) designs and manufactures a complete line of industry specific all in one computers, touch screen monitors, and kiosks. Founded in 1994 and based in California, Pioneer POS manufactures its solutions from start to finish in the USA which are deployed in Healthcare, Retail, Hospitality, and Gaming applications. Pioneer POS has built an exceptional reputation with its customers and reseller partners for superior flexibility and responsiveness to customer needs including short lead times, long product life cycles (minimum of 5 years), easy customization, and quick turn around. Pioneer POS sells through qualified technology resellers throughout the US and globally.

About Future POS

[Future POS](#) is a powerful Point of Sale software solution designed for the hospitality and retail industries. With the ability to handle virtually any size installation and the adaptability to manage any type of business, (from bar and fine dining to delivery and take out), Future POS is the system for everyone! We offer all the features that you have seen on more costly systems, plus more, but at a fraction of the cost. When you choose Future POS, you do not pay more, you just get more! To learn more please visit www.futurepos.com.