Knoxville Pioneer POS Solution Delivered 'Right on Cue'

December 2013 – Located in Knoxville, Tennessee, VolCue, LLC is a privately owned restaurant group that owns and manages fifteen different and unique restaurants under six brands across the Knoxville area. Some of their award winning restaurant brands includes Puleo's Grille, Nama Sushi Bar, Shuck Raw Bar & Grill, Cru Bistro & Wine Bar, Trio Café and Holly's Eventful Dining, many of which are consistently nominated by Metro Pulse, and numerous other Knoxville area readers' polls as the best in the region. Dean Hitt, President and General Sales Manager at POS Connection said that "we at Point Of Sale Connection, Inc. have facilitated the replacement of eighteen of VolCue's aging and outdated touch-screen order-entry terminals at Puleo's Grille and Nama Sushi locations, with Pioneer's StealthTouch M5 and S-Line terminals. Recently included in our new installations were three new Pioneer POS Infinity terminals as part of a new SoftTouch POS system at the new Shuck Raw Bar & Grill location." Thanks to the POS Connection and Pioneer POS partnership, VolCue now truly is a leader in the Knoxville restaurant industry!

Dean went on to say that, "The restaurant business is a challenging and rewarding business in today's economic environment, and it is best managed with efficient controls available in advanced technology and field-tested business practices. At Point Of Sale Connection, we offer the latest in advanced technology for the restaurant and retail business and a staff with extensive experience in both point-of-sale systems and retail-restaurant management and operations." Throughout the VolCue restaurant group, POS Connection installed and serviced twenty one hospitality stations that include the StealthTouch M5, S-Line, and the new Pioneer POS Infinity touchscreen terminals. The all new Pioneer POS StealthTouch Infinity is a stylish all-in-one with zero bezel touch panel to eliminate spill and dust intakes, and is powered by Intel's Atom Cedarview, upgradable up to Core 2 Duo 2.5GHz. The Infinity's versatile design allows it to be configured to meet your application requirements and budget.

With twenty one terminals, the solid hardware platform that Pioneer POS delivers is second to none. In the past, VolCue utilized another POS software provider, but is now switching to SoftTouch POS

as their point-of-sale software solution for all new installs. The SoftPoint POS software "combines the power of a comprehensive business solution with the elegance and detail of a boutique application. SoftTouch POS has won multiple national awards for its stability, powerful features and technological innovation." Dean also said that "the Pioneer POS Stealth-M5 allowed the client to replace terminals only where they already had receipt printers in place that did not need to be replaced. The Pioneer POS S-Line terminals allowed us to reduce the order-entry terminal footprint where counter space was limited, and where wire clutter was of concern. Both terminal models

brought the operating systems VolCue required into current compliance, and enhanced system speed and endurance due to faster processing and enhanced capacity."

The Pioneer POS S-Line is an all-in-one design and integrates the 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 that was essential to VolCue. 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's allows the printer to be replaced in a matter of minutes without affecting the entire system (watch video). The Pioneer POS M5's versatile design allows it to be configured to meet your application requirements and budget as well. The Stealth-M5 can run as a thin client utilizing solid-state disk. Thanks to the professionalism of POS Connections and the high quality and usability of the Pioneer POS terminals, the terminals not only exceeded expectations but improved efficiency.

With the basic functions the technology solution handles for VolCue being order entry, Dean added that Pioneer POS was able to provide a quality product and customer service that is truly unmatched in the POS hardware industry. Dean concluded that, "Not only does Point Of Sale Connection do installations, but thanks to Pioneer POS, now our clients including VolCue, know that our deployment of best case practices are truly at the top of our industry. POS Connections offers experienced professional services in helping end users to integrate and cultivate point-of-sale data into the overall business process." Once again, high level customer service with a personal touch thanks to POS Connections and Pioneer POS delivered right on cue!

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 SoftTouch POS

SoftTouch Hospitality Management System is the innovative point of sale solution for the hospitality industry. We are focused on developing sophisticated, yet user-friendly system that helps businesses everywhere save time, increase efficiency, manage their needs more effectively, and get the most out of their day-to-day operations. SoftTouch system is developed to improve order placement performance, give management a greater control, and extend its highly advanced functionality to be utilized by virtually all hospitality businesses from small cafes to corporate chain restaurants. To learn more please visit www.softtouchpos.com