





TOP TEN LIST OF THINGS TO LOOK FOR IN KIOSK SELF-ORDERING SOFTWARE

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Introduction

There are many variables and a lot to consider when looking for the best software to drive your self-ordering kiosks. Perhaps a Top-10 list will help narrow the focus to the most important factors.

10.

Look beyond POS vendors, or vendors that sell a complete solution (*one that includes the kiosk hardware and software*) and focus more on best-of-breed. In other words, find the kiosk hardware that best suits your needs, and, separately, the kiosk software that best suits your needs. Good hardware vendors and software vendors work well together and will be able to best address your organization's unique requirements.

9.

Look for software that adheres to American Disabilities Act (*ADA*) guidelines for accessibility, and preferably integrates navigational devices (*tactile buttons, audio ports, etc.*) that address a wide range of disabilities.

8.

Look for software that is compliant with the FDA's Menu Labeling Law. Even though this law is not yet being enforced, it likely will be in the near future. More importantly, consumers have come to expect to see calorie counts and other nutritional information.

7.

Look for software that has a user interface that has been certified by a Human Factors professional. The UI should incorporate convenient touch buttons and clear navigation, but also state-of-the-art navigation techniques such as being able to swipe to scroll through a list.

6.

Avoid software vendors that offer to manage your menus for you, for a fee. You'll be disappointed, or worse, if you lose business when the vendor cannot make your required menu updates in a timely manner.

5.

Look for a software vendor that offer software licensing as well as a monthly subscription option. Software licensing will cost more upfront, but less in the long term.

4.

Ensure that the system has a comprehensive menu management system, and that it can take in menu content extracted from the POS. The menu management system should be web-based so that it is accessible at any level of the organization.

3.

Through integration with the POS, and/or directly with the pin-pad payment device, the self-order software on the kiosks should not only use the existing payment infrastructure, but also NOT store sensitive customer data, including credit card information.

2.

Ensure that the software is integrated with the existing POS, as well as the payment processing infrastructure. The software vendor should have a clear understanding of all of the integration points between these systems, as well as where data is stored, etc.

1.

Ensure that the software has all the functional components that are essential for guests to have a good self-ordering experience. This means not just the basics, like finding & selecting items, adding them to the basket, etc., but also well displayed content, suggested selling, adjustable business rules, integration with loyalty systems and coexistence with web & mobile ordering apps.