

## Pioneer POS and POSitouch Put Pittsburgh Pubs in Perfect Place

**July 2011** – For over 30 years [Penn Center Systems](#) has been a leader in deploying and maintaining POS solutions serving businesses in the retail and hospitality industries. PCS is redefines the way restaurants do business by helping customers exceed their guest's expectations. One of those customers that depend on PCS is a restaurant group specializing in Belgium beers and food called Sharp Edge Restaurants. Sharp Edge Beer Pubs and Bistros are located across the Pittsburgh, PA area and needed the knowledge and experience of Mark Dodson and PCS to help them update their POS systems.

Sharp Edge has been a loyal [Pioneer POS](#) client for over 10 years, and needed to update their older Pioneer PXI hardware terminals as well as install new software at a new Sharp Edge location. As all POS systems eventually wear down Sharp Edge re-upped for 25 more [Pioneer POS StealthTouch-M5](#) terminals across 5 Pittsburgh locations, and opened with full functionality at their new location on time as well.

Over a 3 month period PCS used Warwick, RI based [POSitouch](#) Windows based software to easily integrate in to the durable Pioneer POS terminals. The POSitouch POS software used for this installation is “the most advanced, and most convenient and easy to use hospitality industry software”. It was a perfect fit for Sharp Edge Restaurants since POSitouch specializes in hospitality applications for quick service, table service, hotel, country club and delivery industries.

The technology upgrade allowed for more control across the entire systems and improving productivity and profitability. Along with the [StealthTouch-M5](#) terminals PCS also integrated camera components and biometric fingerprint technology to increase the reliability of their entire POS system. By integrating DVR camera solutions with the [POSitouch](#) software they were able to provide “alerts when potentially costly adjustments, deletes, voids, canceled transactions, no sales etc. occur with staff during transaction processing”. The cameras were also utilized for loss prevention, and instead of software load times previously taking over 5 seconds the new systems now are able to load under a second.

Did the [Pioneer POS StealthTouch-M5](#) terminals in particular meet, exceed and improve efficiency? Mark of PCS replied with a resounding “YES!”, and went on to say that restaurants should always “update your hardware around the five year plan” to make sure that you are staying ahead of the technology curve. Mark also went on to mention that “reliability with no down time” is how you can truly see a return on investment with any hardware or software POS solution, and POSitouch and Pioneer POS stepped up. [POSitouch](#) also helps “restaurant owners improve cash flow, top line revenue and customer service” by saving money and “establishing improved control over money, records and people”. Sounds like a win-win for everyone involved!

## **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 turnaround. Pioneer POS sells through qualified technology resellers throughout the US and globally.

## **About POSitouch**

[POSitouch](#) is a software development company based in Warwick, RI. The POSitouch system is focused solely on the hospitality industry with technologically advanced solutions for Table Service, Quick Service, Country Clubs, Stadiums and Arenas, Hotels, Cafeterias and Delivery. Today, utilizing an authorized network of business partners and strategic partners, POSitouch is sold and supported throughout the United States, Canada, South America, Europe and the Far East. The POSitouch solution has been installed in excess of 20,000 locations. To learn more visit <http://www.positouch.com/>

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