



## SilverWare POS Inc.

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## SilverWare POS Corporate Profile

### Introduction

For over 15 years, SilverWare POS has set the pace in hospitality software solutions. We are recognized as one of the **1<sup>st</sup> companies** to develop a graphical Windows-based POS system.



Profit Magazine honored us for 2 consecutive years, with placement on their annual list of the **top 100 fastest growing companies** and we debuted in the **Top 5 North American POS Systems** in Hospitality Technology Magazine's annual survey.

Our head-office, including our R&D department is located in Markham, Ontario. SilverWare POS Inc. U.S. regional offices are located in the Chicago, Illinois and Washington, DC areas. In addition, there are 45 SilverWare Business Partners that continue to support a growing SilverWare customer base throughout North America, Europe, and Australia.

### AVRIO Innovation

This year, SilverWare POS unveiled AVRIO, the next generation POS solution for the hospitality industry. AVRIO is constructed with the powerful Microsoft Windows Presentation Foundation running on a SQL Server 2008 database, .Net Framework Version 3.5, and Visual Studio v2008. AVRIO is a highly scalable, resilient and fault tolerant solution developed using the most advanced programming language and database engine on the planet. It can easily grow from a single independent operation to a large multinational chain.

AVRIO has been in development for over 2 years now. It was adopted by a pair of beta sites in early 2008, and has since been implemented by a number of restaurants. The stability of this product, the satisfaction level of the clients, and the ease-of-use, has been truly impressive.

While there is an extensive list of innovations designed into AVRIO, the one that took centre stage at this year's CRFA Show, was the AVRIO Remote Manager module. This „industry-first“ innovation, allows manager authorizations to be performed remotely on a wireless hand-held device. This means that in a large operation, the employee no longer needs to find a manager to authorize a void, discounts, transfers, staff sign-in/sign-out, etc. They simply perform the void on the touch screen; the POS system sends all the details to the Manager's wireless device, who authorizes the void remotely.

### AVRIO System Requirements

The AVRIO system requirements are Pentium 4 CPU (minimum) and 2GB (recommended) of RAM.

### Best Of Breed Solutions (Enterprise Reporting, Recipe/Inventory Management, Labor Scheduler, KDS)

We have made a strategic decision to focus exclusively on developing the best possible point-of-sale system and partner with the best possible solutions for Enterprise Reporting, Inventory Management, Labor Scheduling, & KDS.



## SilverWare POS

### Corporate Milestones, Achievements, and Awards



- 1988** • Incorporated as a computer consulting/software development firm.
- 1992** • Develop and implement the first DOS™ version of SilverWare POS for a semi-private Golf & Country Club in Midland, Ontario.
- 1993** • Marketing and sales efforts of SilverWare POS begin in the Toronto-area restaurant market.
- 1994** • Among the first in North America to release a graphical Windows™-based POS System to the Hospitality and Foodservice Industry.
- 1995** • The first in North America to implement a Windows™-based POS System for the Hospitality and Foodservice Industry on a Windows™ 95 platform.
- 1996** • With over 70 installations in the Toronto-area, SilverWare POS becomes a publicly-traded company.
- 1997** • Introduction of the SilverWare POS Business Partner Program.
- 1998** • With over 300 installations throughout North America, SilverWare acquires The RJS Group Inc. The acquisition creates the largest provider of POS for the Hospitality Industry in Toronto.
- 2000** • Recognized as one of Canada's 100 Fastest Growing Companies by Profit Magazine with a 5 year growth rate of over 1,400%.
  - Establish US Corporate Head Office in Chicago, IL.
- 2001** • Recognized as one of Canada's 100 Fastest Growing Companies by Profit Magazine for the second consecutive year, with a 5 year growth rate of over 1,000%.
  - Among the first in North America to Introduce a Wireless Handheld Solution, „SilverANYWare“.
- 2002** • Introduction of Web-based Enterprise Reporting Solution.
- 2004** • Introduction of the industry's first Wireless Handheld Management Solution „The Agent“.
  - SilverWare POS becomes a private company.
- 2005** • Ranked Top 5 in North America in Hospitality Technology magazine's POS Scoreboard survey.
- 2007** • With approximately 5,000 sites installed globally, SilverWare POS is voted #1 POS Software in the Readers' Choice Awards, conducted by the industry's national newspaper "Foodservice News".
- 2008** • For the 2<sup>nd</sup> consecutive year, SilverWare POS is voted #1 POS Software in the Readers' Choice Awards, as conducted by the industry's national newspaper "Foodservice News".



## SilverWare POS

# AVRIO

SilverWare proudly introduces „Avrio“, the next generation POS solution for the hospitality industry created using the latest and most advanced Microsoft development technologies. Constructed with the powerful Microsoft Windows Presentation Foundation running on a SQL Server database, .Net Framework Version 3.5, & Visual Studio v2008, Avrio’s groundbreaking technology offers numerous benefits including sophisticated table management functions with zoom, focus, & graphical demographic tracking, progressive fast bar functions, world wide multilingual support, integrated corporate menu management, customizable screen layouts, unlimited individual menu item price levels, automatic combo detection, itemized employee security configuration, and a world of possibilities.

**Guest Check**  
Table: 23 Server: Fred

Qty	Description	Price
Seat: 1		
<i>Appetizers</i>		
1	Bruschetta	\$6.49
<i>Entrees</i>		
1	New Yorker (11 oz.)	\$21.99
1	11 oz.	\$0.00
1	Med Well	\$0.00
1	Mashed	\$0.00
Seat: 2		
<i>Appetizers</i>		
1	Calamari	\$7.99
Seat: 3		
<i>Appetizers</i>		
1	Calamari	\$7.99
		Subtotal: \$44.46
		Taxes: \$5.96
		<b>Total: \$50.42</b>

**Main Menu** Page: 1/1

- Appetizers
- Cordials
- Beer
- Sandwiches
- Gin
- Beverage
- Soups & Salads
- Rum
- Cocktails
- Entrees
- Tequila
- Martini
- Pizza
- Vodka
- Red Wine
- White Wine
- Desserts
- Whiskey/Scotch
- Kids Stuff

Buttons: Send, Reorder, Discount, Void, Cancel, Other Options, Transfer, Groups, Modifiers, Quantity, Split, Print, Pay



# SilverWare POS AVRIO

## Microsoft Recognition

Microsoft has recognized SilverWare POS as an early adopter of the next wave of technology. At an event officially launching the next generation infrastructure and application platform products, Microsoft featured SilverWare POS („AVRIO“) in a video profiling leading software makers developing innovative products with one or more of the new Microsoft platforms. SilverWare POS was also featured in Microsoft Momentum Magazine.



## AVRIO Innovation

AVRIO development has been ongoing for over two years and is the culmination of nearly two decades of experience and dedication to the hospitality industry by SilverWare POS.



## Sophisticated Design

“visual elements never seen before in the hospitality industry.”

“a user interface unparalleled in POS technology.”

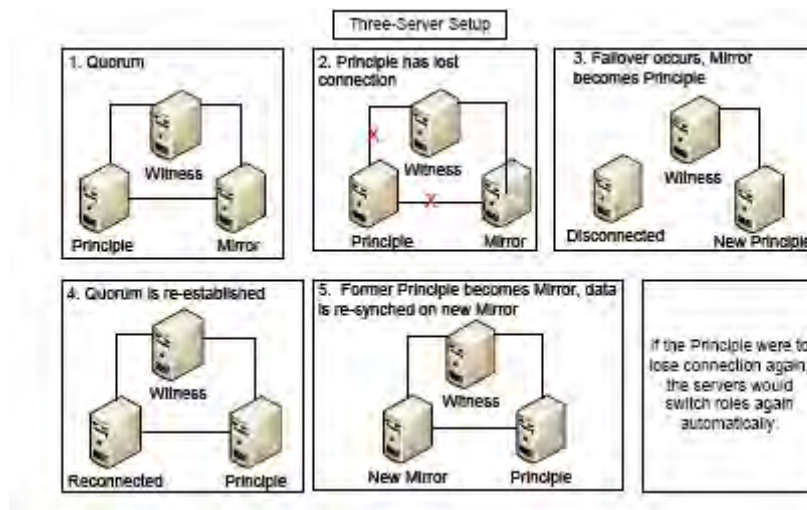
“a one of a kind visual ordering experience for restaurant staff”

“an innovative design...with original functionality such as zoom, real time floor plan rotation & graphical demographic tracking.”



## SilverWare **AVRIO** Automatic Redundancy and Failover Design

### Three-Server Setup



### Summary

- „Mirror“ automatically becomes „Principle“ upon disconnection of original „Principle“
- All Workstations will connect transparently to new Server (no downtime).
- Existing Workstation Terminals serve as „Mirror“ and „Witness“ (non-domain environment).
- When Quorum is re-established, Original „Principle“ would become New „Mirror“

[www.avriopos.com](http://www.avriopos.com)



**Avrio by SilverWare POS**

- Technologies .Net 3.5, Windows Presentation Foundation (WPF), SQL Server 2008 Standard Edition, ADO.Net entity framework
- Windows services based, allowing multi thread processing without requiring accounts to be logged in
- Data Redundancy and automatic fail over using SQL Server 2008 Database Mirroring
- PA-DSS compliancy with unique and auditable access for each technical agent at each site.
- Corporate gift cards and corporate loyalty cards
- Corporate menu management
- Extensive corporate back office suite includes enterprise reporting, business intelligence using OLAP, supply chain management, and workforce management
- Multi Language support selection by store and logged in user
- Multi Language menu items, course lines, on-screen keyboards, command\instruction text, receipt printing, and remote printing
- Multi currency
- Enhanced graphical floor plan capabilities include graphical guest assignment with demographic tracking, joining of multiple tables, zoom, and rotate
- Cost center assignment by optional customizable hierarchy using table, employee, and/or station
- Printer center routing by optional customizable hierarchy using table, cost center, and/or station
- Customizable color schemes
- Customizable menu item appearance including size, position, font, color, and shape
- Intuitive bar functionality including driver's license age verification (where applicable)
- Complete control and locking of windows desktop for front of house terminals (In kiosk mode)
- Atomic clock synchronization
- Fully integrated PMS
- Unlimited price levels
- Auto combo detection
- Automated end of day and credit card batch settlement
- Customizable user roles
- Multiple gift card sales in one transaction
- Drag and drop technology
- Faster check splitting
- Gift card load and balance from ordering screen
- Multi store employees permissions and tracking