Implementing a Tablet POS Solution to Complement Your Traditional POS System
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Yet while businesses are embracing mPOS either as their entire POS systems or to enhance traditional, stationary POS systems, too many are making the mistake of building a POS solution based only on consumer-grade tablets. This can be problematic for three reasons:

- Consumer-grade devices aren’t created to handle the tough environments inherent in the retail and hospitality industries.
- These types of tablets aren’t powerful enough — or fast enough — to handle power-hungry POS applications.
- Because consumer-grade tablets have a very short lifespan, often only as long as 12 months, long term support is challenging.

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Choose the Right Tablet to Stay Productive & Competitive

While a tablet POS system is becoming a necessity for many businesses in the retail and hospitality industries today, it’s best to steer clear of the type of tablets you use at home and instead invest from the very beginning in a rugged, industrial-grade tablet. When you choose the right technology to augment your traditional POS system, you’ll unlock higher levels of customer service, engagement, and revenue.

This e-book discusses the power and benefits tablet POS provides and also offers strategies and tips to help you:

- Choose the right device based on the problems you want to solve and the particular challenges you face
- Decide upon the tablet feature and functions you need to achieve your business goals
- Integrate the tablet POS with your current POS provider

The Benefits and Power of Tablet POS

You may be thinking that it is necessary to take an “all or nothing” approach to mPOS. But instead of using only tablets in place of traditional POS systems, consider using mPOS as a way to enhance your POS system.
Here’s a short list of the benefits of adding a tablet element to a traditional POS system:

**Retailers**

- Tablets allow you to take the POS right to your customers, improving customer service.
- Tablet POS saves counter space.
- Depending on the system you choose, you can select a tablet POS that can interface directly with your traditional system.
- Tablet POS can enable line busting during the holidays or other busy times by enabling you to wait on people in line or set up additional checkouts.
- Clerks with a tablet can research inventory in real time, finding merchandise in the back of the store, in the warehouse, or in another store, to save a sale.

**Restaurants/Hospitality**

- Wait staff can take an order right at the table and send it immediately to the kitchen.
- Wait staff will make fewer order entry mistakes and kitchen staff won’t have to decipher handwriting, thereby reducing errors even more.
- If a customer wants to know the ingredients in any item, your waiter will have that information at their fingertips.
- Kitchen staff can update menu changes immediately.
- Patrons can pay at the table, allowing them to leave as soon as they desire (instead of waiting for the waiter to return with payment card receipts), and helping you turn tables faster.
- Customers feel their payment card data is more secure because cards never leave their sight.
Choosing the Right Device: Go Rugged

Consumer-grade tablets simply weren’t designed to be rugged enough to do what you need a retail or hospitality mPOS system to do. Industrial devices are designed to keep performing reliably even after heavy use, drops, spills, dust, and just about anything that a store or restaurant can subject them to. Industrial tablets have an ingress protection (IP) rating that shows its level of resistance to damage from dust, dirt, or water. An IP54 rating, for example, means the presence of dust or splashing water won’t interfere with the device’s operation.

Industrial-grade devices will be more expensive up front, but they result in lower total cost of ownership (TCO) in the long run because you won’t have to repair or replace them as often and your operation will have less downtime.

What’s more, many rugged devices come with a standard warranty as well as the option to extend said warranty up to as many as multiple years. In addition, these industrial-grade tablets are typically accompanied with service contracts and overnight replacements. This will ensure that you are never left without a tablet POS solution with which to do business.
Choose a Tablet POS Solution that Addresses the Problems You Want to Solve

How you will use tablet POS in your business will impact your decision on which tablet to purchase, so it’s important to define tablet use before buying. Will the tablet only be carried by sales associates and used for sales assist and line busting? Will it need to be docked and used at a counter? Or both? Will you accept payments on the tablet or will it be used primarily to search inventory in an endless aisle application?

A restaurant may require a different type of tablet POS than a retail establishment. Are you looking to tablets so that wait staff can take orders and payments at the table, or do you want customers to use the tablets to order food themselves? Is the tablet easy to carry for employees that must use it for an entire shift and will the batteries last?

Depending on the answers to your questions, your POS solutions provider will help you find the best tablet options for your application.

The mPOS software you choose will also affect your choice of tablet. The tablet must, of course, be compatible with the software, but also display the user interface optimally and make it easy to use so your employees can be the most productive.
Basic Features and Functions You Need

There are some basic features a tablet used for mPOS in virtually any application should have:

- Choose a tablet that runs on Windows or Android OS depending on your needs.

- Research the tablet’s battery power and provisions for power management you will need to make to keep devices operating over entire shifts.

- If you will dock the tablet for use as stationary POS, ensure the tablet has the type of base you need, especially if you plan to remove the tablet and return it to the dock throughout the shift.

- Retailers will want to find a tablet with advanced barcode scanning capabilities, so sales associates can check inventory upon customer request.

- A small footprint and light weight are also ideal in a tablet POS solution in order to optimize available space as well as remain comfortable for employees to hold during an entire shift.

- Additional features you may want to consider include a biometric reader to enable employees to use the tablet POS to clock in and out of work, and a camera.

- If you’re using EMV, you’ll want to ensure any tablet POS solution you purchase is PCI compliant with EMV Level 3 Certification. Taking measures to comply with these standards not only enables you to accept payment cards and digital payments, they also help protect your business and your customers from card fraud and data theft.

- Look for a tablet solution that includes near field communication (NFC) technology. Also ensure it has Bluetooth technology if you will require it for peripherals or sensors.
When you've decided to add tablet POS to enhance your existing POS system, check with your POS provider to see if they can integrate rugged tablets with your current software. If the answer is yes, you will need to familiarize yourself with the software so that you're certain it will meet your needs. Also ensure that it's PCI and EMV Level 3 compliant for payment card acceptance.

If the answer is no, however, you may want to consider a complete POS system upgrade. When mPOS functionality is important to your business’ competiveness, this investment will save time, headaches and money in the long term as you add mPOS to your operations. An integrated system with tablet POS capabilities will seamlessly allow you to provide the type of service and experiences customers increasingly expect and that help win their loyalty.

Make the Move to Mobile

There's just no question anymore: having a rugged tablet component to your POS system is a must-have for today's retailers and restaurateurs. Yet implementing a tablet element incorrectly can cripple your operations rather than streamlining them and boosting revenue. Following the steps and advice above will help you select and install a tablet point of sale enhancement that complements your current traditional system in the most optimal way, resulting in more efficient operations and elevated levels of customer service.

About Touch Dynamic

Founded in August of 2001, Touch Dynamic is an ISO 9001:2008 certified manufacturer of All-in-One touch terminals, small form factor PC’s, mobile POS devices and touch screen monitors for a variety of industries. We understand the demands on our channel partners and provide unique products and additional value-added services to help them meet the specific needs of their customers. Touch Dynamic has leveraged our employees’ extensive experience in these markets to develop a focused product line of unmatched quality and features. We back it with a support staff that is highly skilled and motivated to solve any issue that might arise.