

DIGITAL SERVICES



DESIGNED TO STREAMLINE AND
IMPROVE OUR CUSTOMER'S
BUSINESSES

IDS

Empowered by innovation



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KEY DISCUSSION POINTS

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ABOUT THE COMPANY

The colours represent the various areas of our business.

5-star

Customer service
Cloud-based services

Consultation

Digital transformation
Digital audit

Compliance

Health and safety checks
Open / closing routines
Food temperature checks
Cold storage monitoring

Communication

Guest directory
Live chat
Live order chat
Service request
Digital signage

Point of Sale

EPOS
Mobile ordering
Self-serve kiosk
Loyalty programme

Event Management

Reservation	Table plans
Events	Capacity management
Meeting rooms	Lead management

Sustainability and Charity

Reducing paper
Planting trees
Charity donations
Invisible meals
Helping communities



THINGS WE KNOW TO BE TRUE

OUR COMMITMENT TO YOU



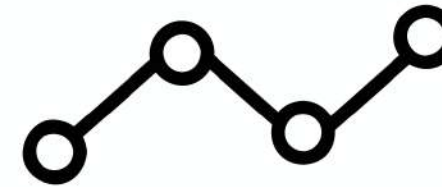
5-star
customer
service.



Transparency
in all we do
and provide.



No
development
fees, ever!



Evolving
future-proof
innovation.

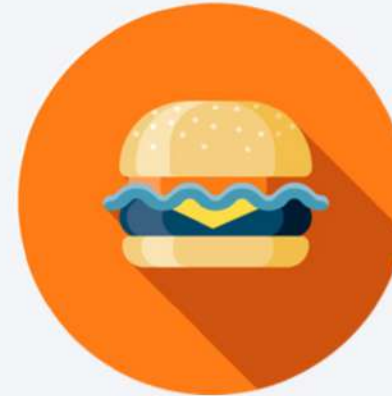


Results
through
analytics.

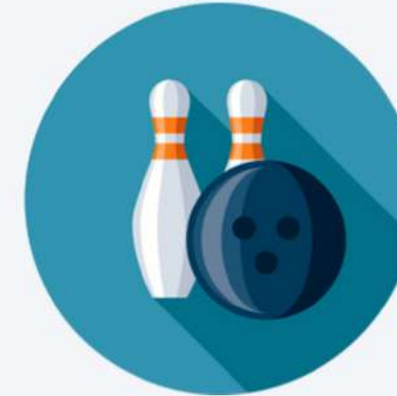
OUR VERTICALS

When HDS set out in 2019 to make a difference. Little did we know that our software would be widely used across all these sectors in the UK and Europe.

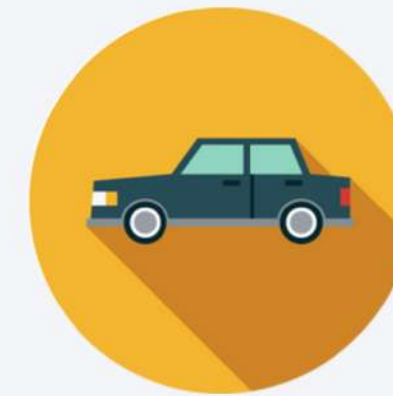
Takeaways



Entertainment



Taxi



Cinema



Pub



Golf course



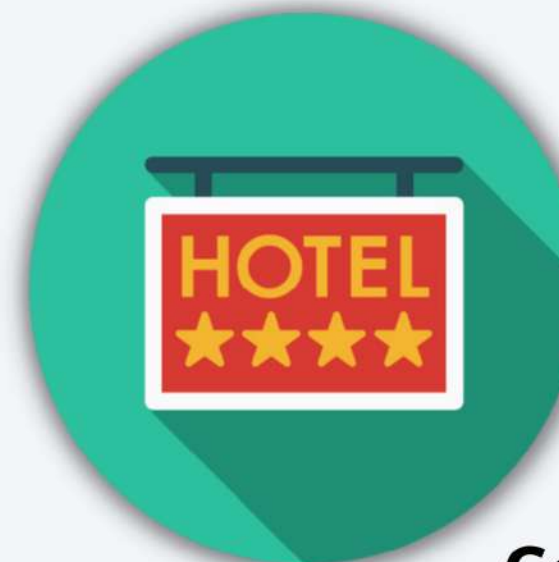
Education



Theatre



Hotel



Stadium



Restaurants



Corporate business



CONSULTANCY

DIGITAL AUDITS & DIGITAL TRANSFORMATION

Having over 25 years of industry experience allows our team to effectively review, plan and implement digital change.

Our customer-focused and friendly approach allows us to extract the detail from your team and business, work out the best solutions and make informed decisions to help future-proof your business.



OUR CUSTOMERS

PINCH Ideagen HALCON

Fairstone

A-SAFE

THOMAS FRANKS

DUNGANNON
GOLF CLUB
1890

SONY

Vitality

dojo.

Sam's
MEAT-FREE
DELI

ADANOLA

LOUNGE

olive

MAKE
VENUES

XBOX
GAME STUDIOS

Stayo™

TRU//ST
PAYMENTS

PZ
Cussons

rainbows
Brightening short lives

Pizza Hut

N O
H M
NO ORDINARY
HOSPITALITY MANAGEMENT

HSBC

Kings
WORCESTER

St Edwards College

centrecom WorldPay

nmi

payter

THE BELFRY
HOTEL & RESORT

DLA PIPER

Lubrizol

THE QHOTELS
COLLECTION

FUJIFILM
Diosynth
biotechnologies

BELRON

Arthrex

BURLEIGH
COURT

GOWLING WLG

STOD FOLD
DEAN CLOUGH

PHYLLIS COURT
MEMBERS CLUB

EMERSON

COOMBE ABBEY
no ordinary hotel

HISCOX

sonova
HEAR THE WORLD

TaylorWessing

CROWNE
PLAZA
HOTELS & RESORTS

New Day

SAPIENTIA

The Blue Bell
GRETTON

PARK PLAZA
CARDIFF

Cedar Court Hotel

BELLA
PIZZA
ARTISAN DOUGH

franzos

NFU

SCANIA

TARMAC
A CRH COMPANY

RANDOX
HEALTH

AG+L
ANGUS GRILL • LARDER • ANGUS GRILL • LARDER

STUART
TURNER
ENGINEERED TO EXCEL

IMAGO
VENUES

The Hertsmere

DOUBLETREE
by Hilton

RARE

wilsonvale

Mercure
HOTELS

EPOS

MAKING POSITIVE DISRUPTIONS IN A COMPETITIVE MARKET

Our EPOS has been developed to fit any business shape or size. Allowing our customers to have flexibility, which in turn helps growth.

A truly frictionless solution.



SELF-SERVE KIOSK

EPOS SERVED THREE WAYS

A sleek design and proven to reduce friction in the ordering process. 83% prefer to use self-service over their own phone.

ConciergeHub EPOS ran as an app through Chrome. Kiosk licence is FREE.

**Perfect for corporate business
restaurants**



OUR PAYMENT OPTIONS

FLUID AND FRICTIONLESS PAYMENT SOLUTIONS

Dynamic QR



Integrated PDQ



Cash



Manual push



Split Bill



Bank Transfer



Preloaded Tag



Secure Link



Cost Centre



Coupon



Add to Tab/Room



Fixed QR

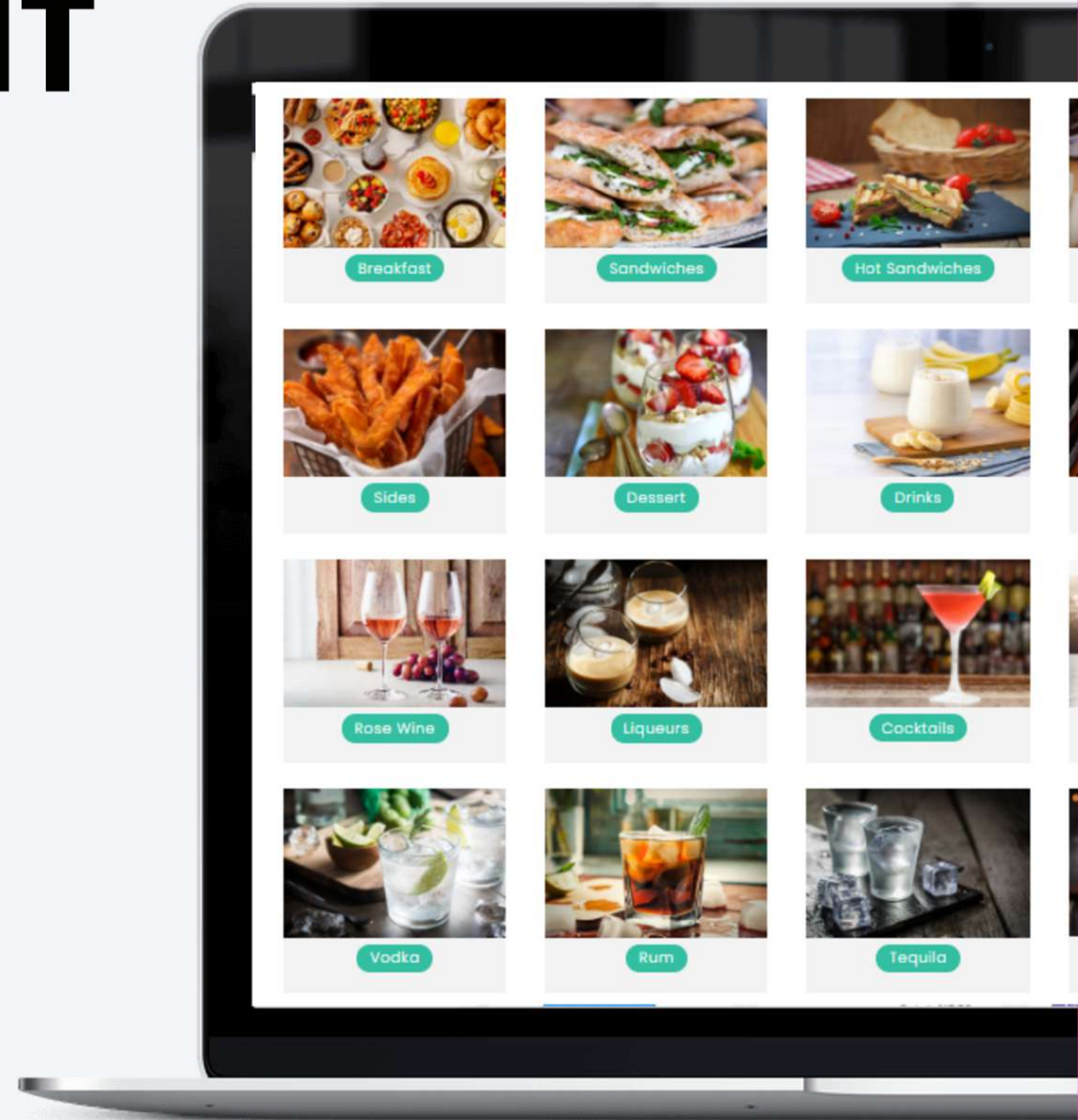


MENU MANAGEMENT

DEVELOPED TO INCREASE AVERAGE SPEND.

Flexible menu manager that can be accessed from anywhere at any time on any device. Whether your business wants to run EPOS, table service, room service or delivery service, our platform allows our customers to grow and flex.

fluid platform to allow business growth.

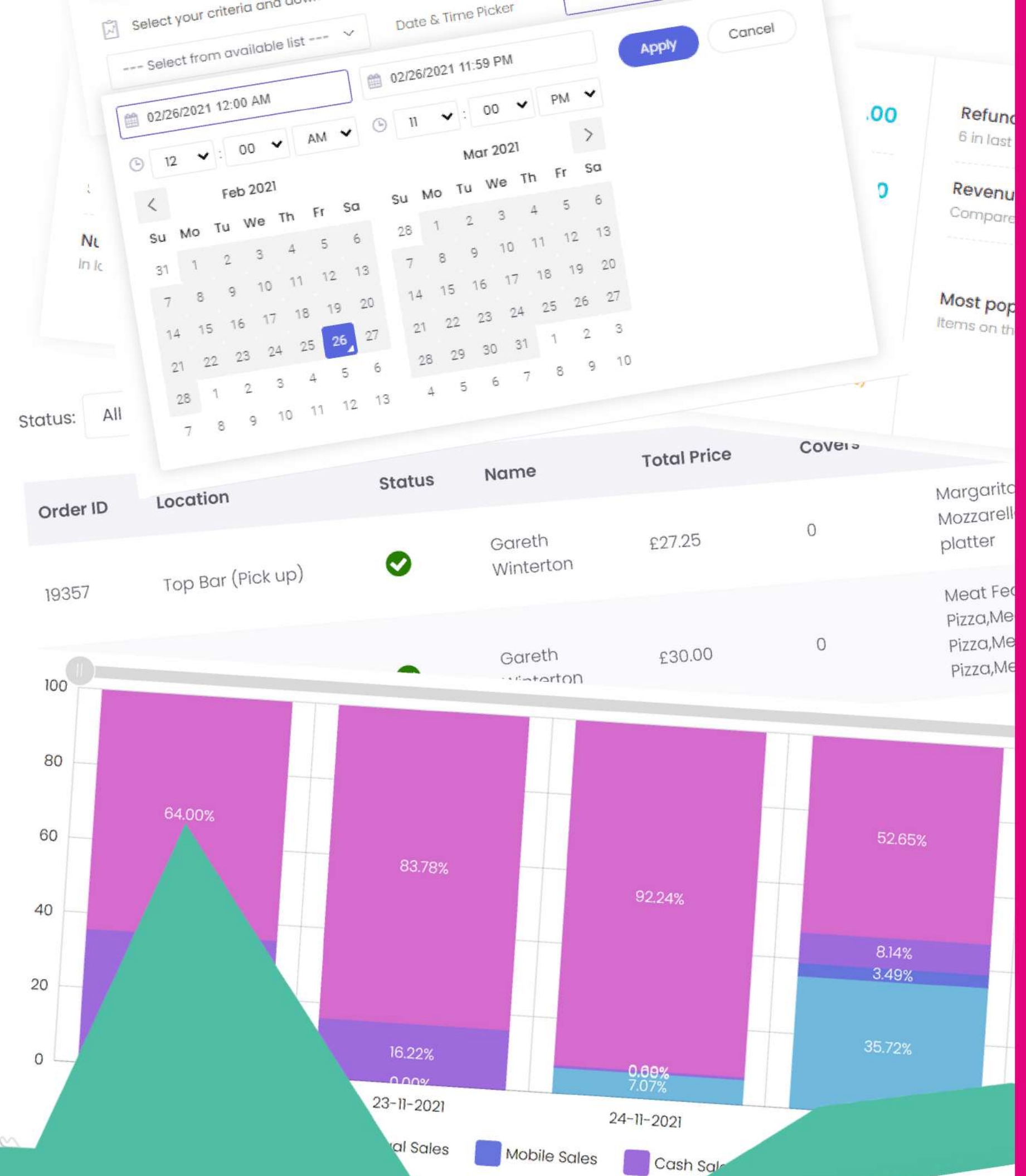


SALES DASHBOARD

BUILT TO MONITOR AND ANALYSE ALL DATA WITHIN THE SOLUTION.

Intelligent and automated reporting platform. Preset and custom reporting available. Designed to help improve conversion and increase revenue.

Your data is analysed and accessible at any time.



CLOUD PRINTING

SPLITTING FOOD/DRINK AND REDUCE THE HARDWARE REQUIRED.

Our EPOS is seamlessly integrated with Star cloud printers. Efficient and cloud-controlled units. Split drinks to the bar and food directly into the kitchen.

They can even come with a buzzer.

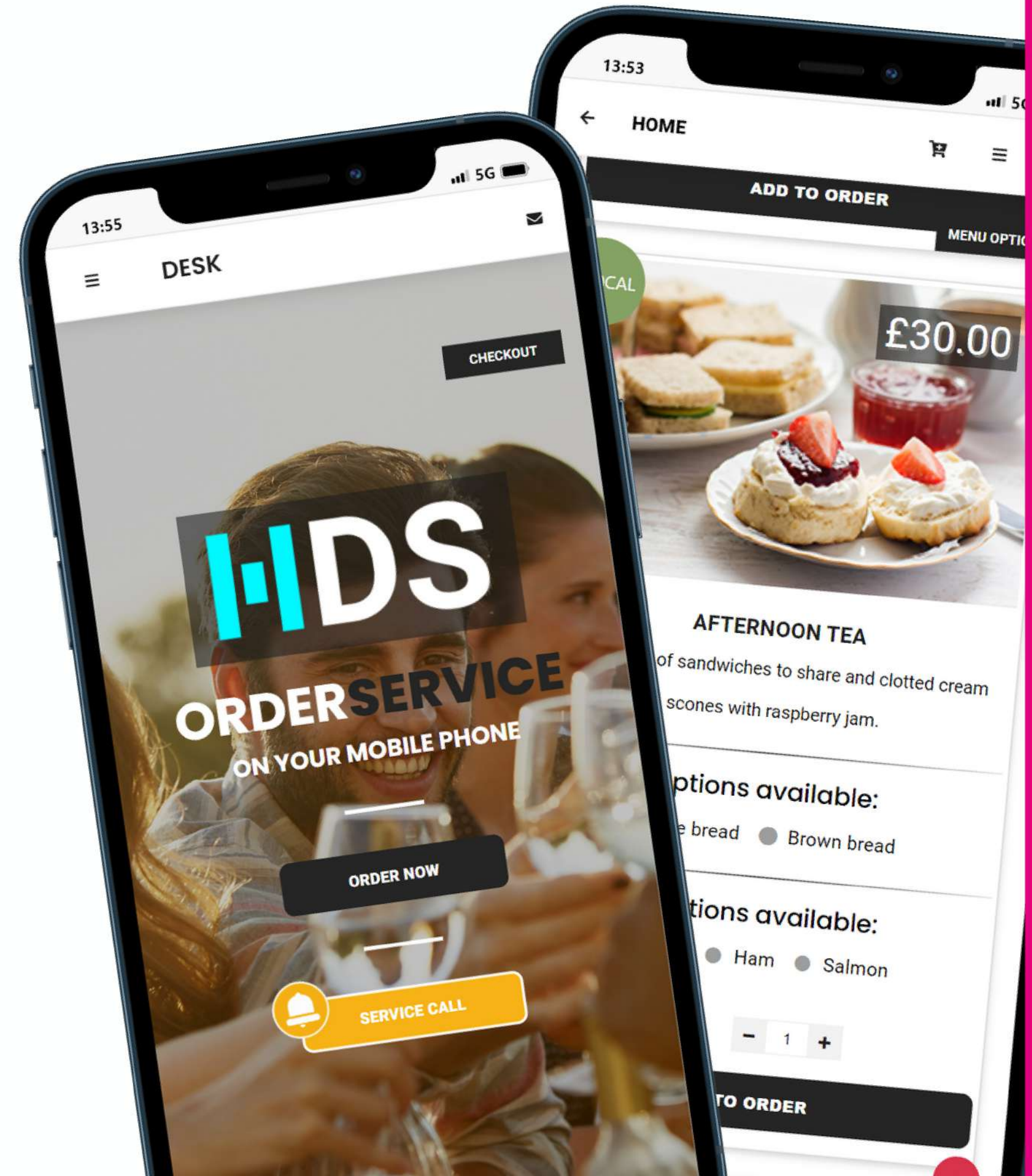


MOBILE PRE/ORDERING

**FRICTIONLESS QR/NFC
PLATFORM THAT WILL
INCREASE AVERAGE
SPEND BY AT LEAST 15%**

Developed to convert and encourage impulse purchasing. 56% of customers spend more on a mobile phone than any other payment method.

Integrated ApplePay / GooglePay

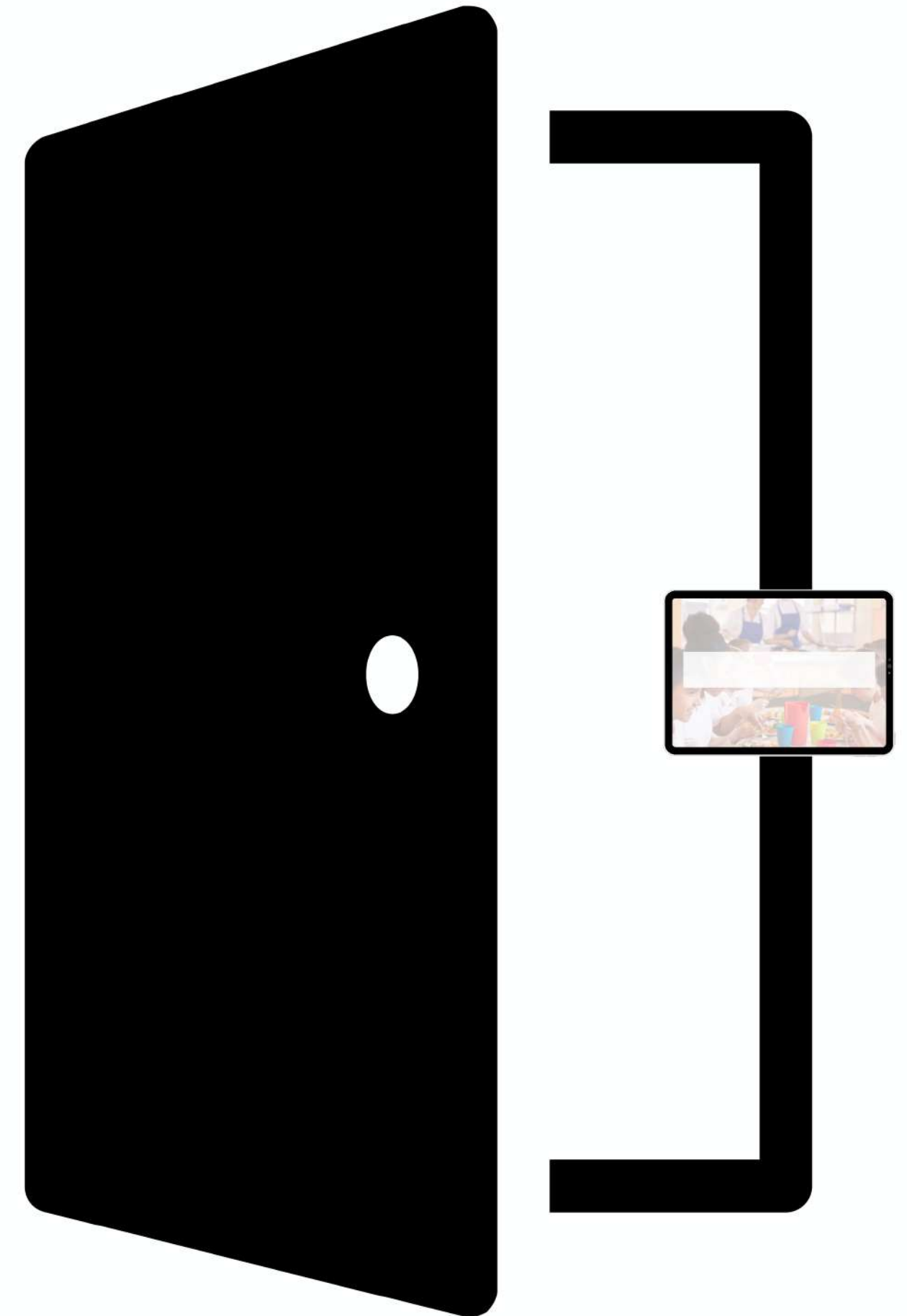


DOOR ACCESS/PAY

AUTO CHARGE ON ENTRY OR VALIDATE SUBSCRIPTION

Works with any access card or fobs can be provided. Welcome emails can be sent to parents to allow registration and card top up through online app. Students scan cards/fobs on screens place in the door entrance. Payment can also be taken at the EPOS through same payment cards/fobs. The system tracks the history and allows parents to monitor.

Works with any RFID device

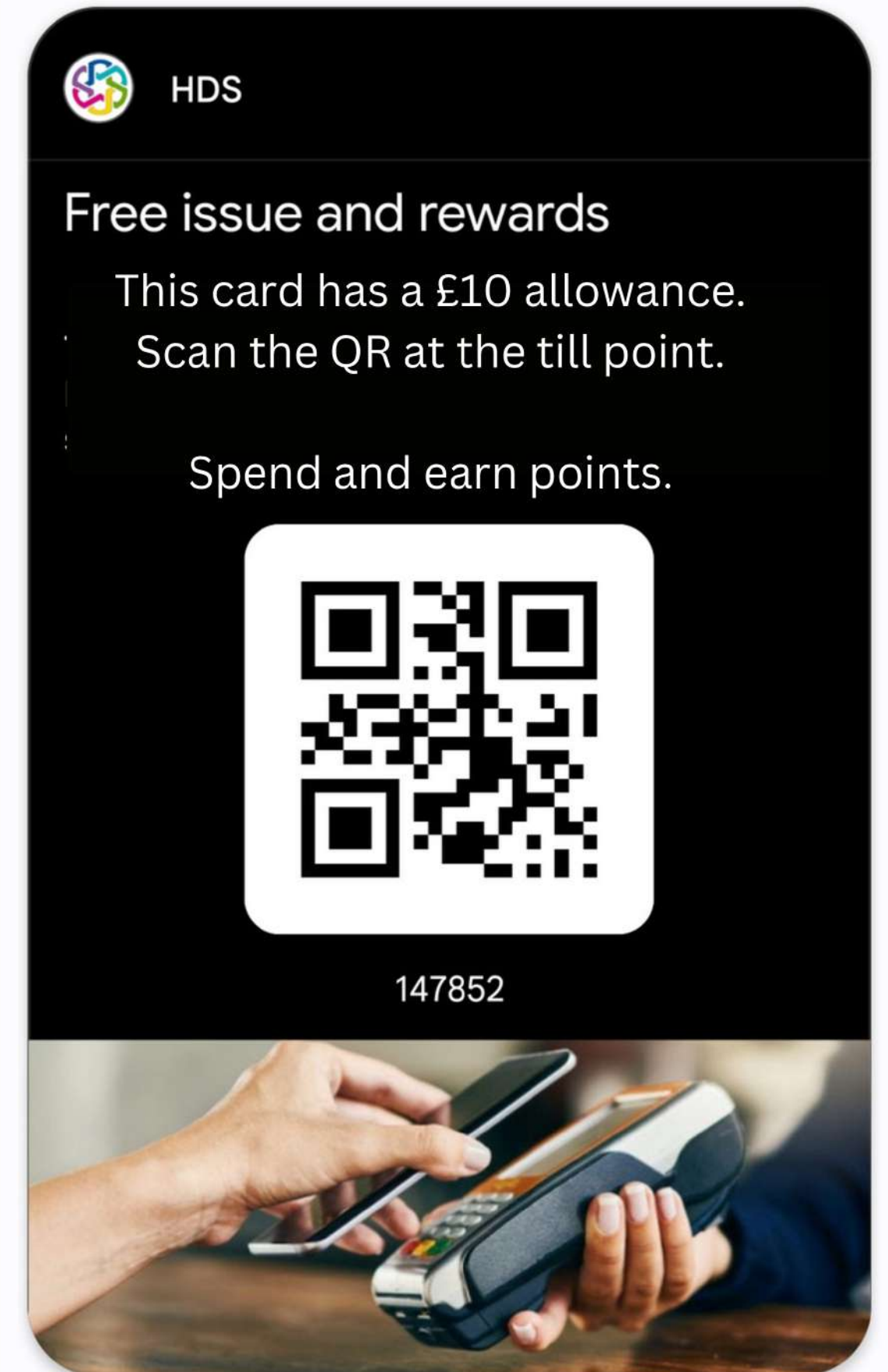


DIGITAL WALLET

DAILY ALLOWANCE, LOYALTY AND TRACK SPEND

In an age where we do not carry cash or even a wallet. The digital card can be generated via HDS Cloud Apps.

The cards can be saved to your customers mobile device or watch. This can then be scanned at our till points or self-serve units.



VENDING

NON ATTENDED PAYMENTS

Whether we are talking vending machines or coffee machines. HDS works closely with Payter or Nayax to tie all your sales data together.

Reporting data is pulled into our HDS Cloud SaaS platform.



GOLF ORDERING & TRACKING

ORDER ON COURSE, HALFWAY HOUSE, COLLECTION POINT OR END OF GAME.

Developed to increase revenue on the course. Provide a premium service at an affordable monthly cost.

No app, No download, No install required.

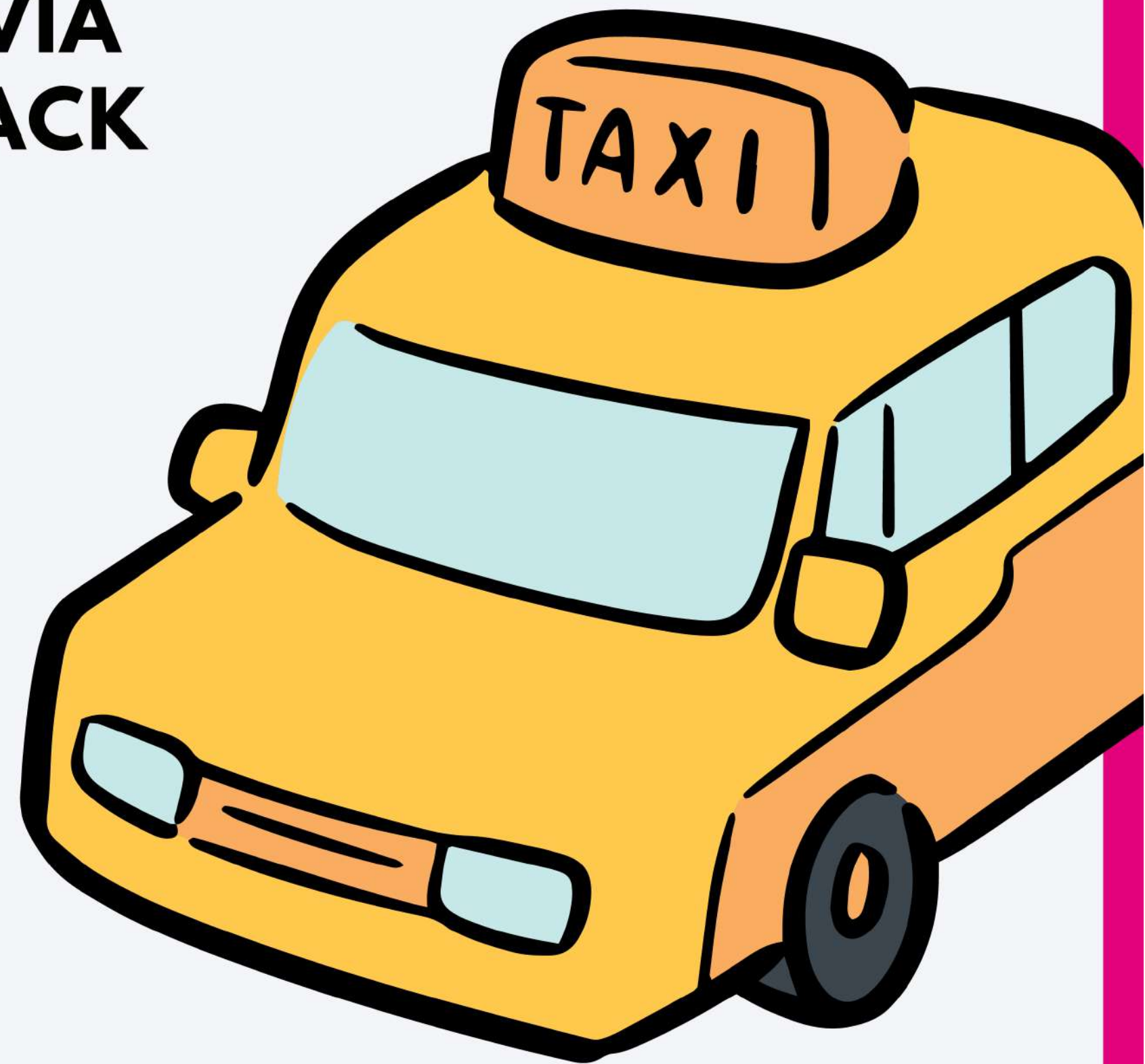


TAXI PAYMENTS

SEND FARE TO CUSTOMER VIA SIGNAGE SCREEN IN THE BACK OF THE CAB

The signage screen can be used to display scrolling advertisements and looping video. When the fare is requested a QR displays on screen. The customer scans and pays through cards in their digital wallet.

**No app, No download, No install
required.**

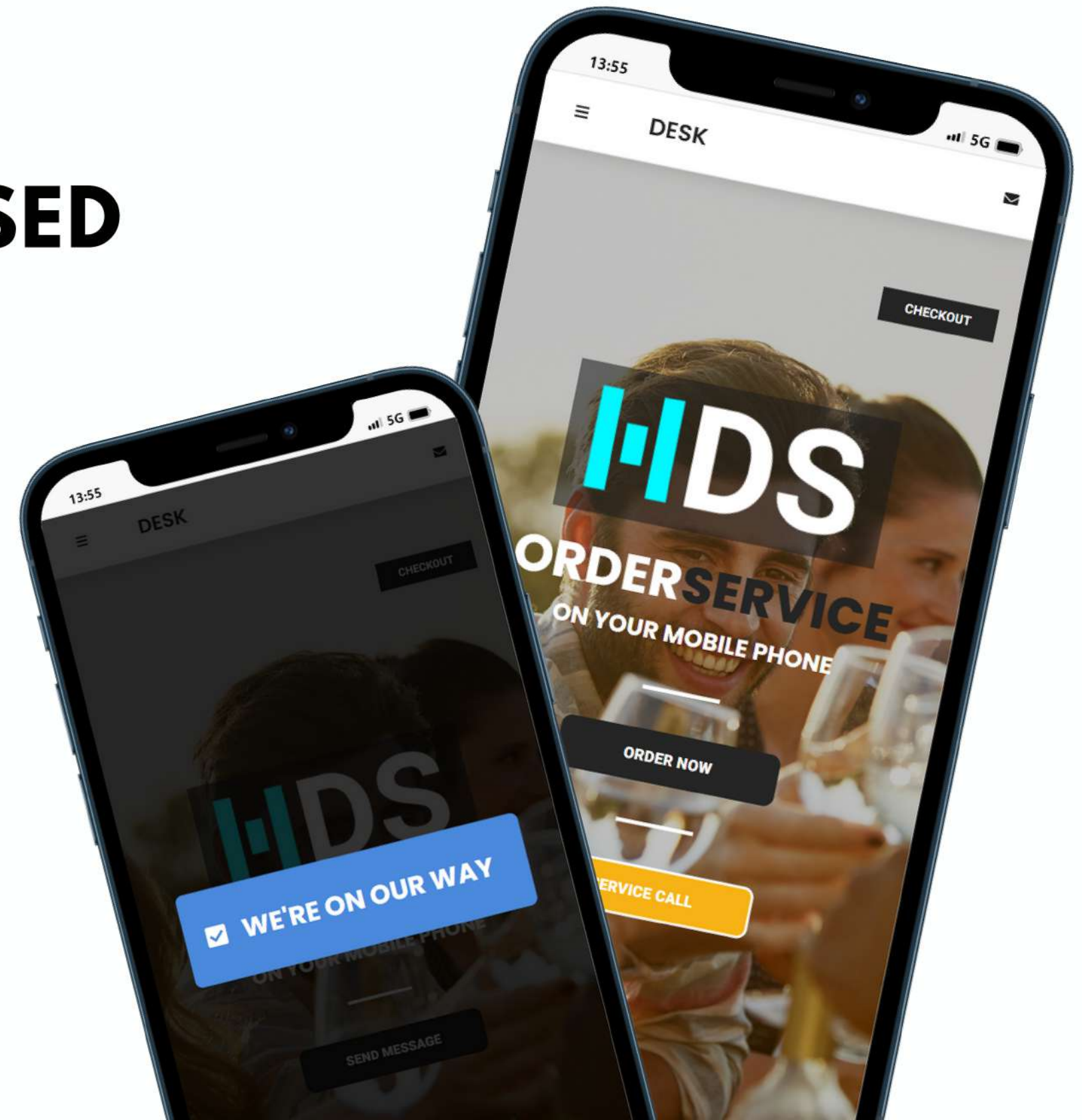


LIVE CHAT & SERVICE REQUESTS

OUR SERVICE HAS INCREASED COMMUNICATION BY 30%

Designed to allow customers to easily communicate their needs. The service makes sure that requests cannot get missed and that all questions are answered.

Available on IOS and Android

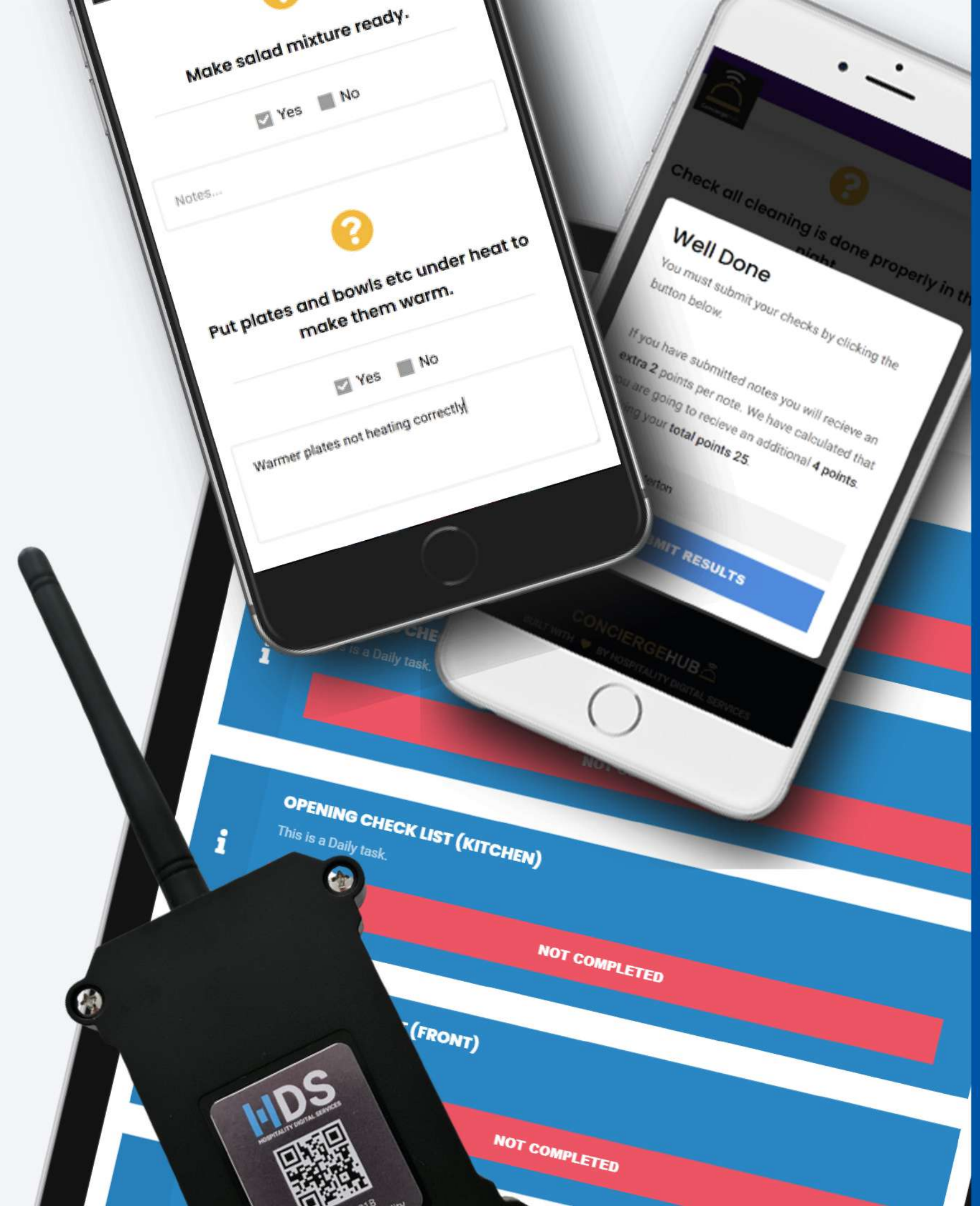


COMPLIANCE

HEALTH AND SAFETY CHECKS, FOOD TEMPERATURE AND COLD STORAGE MONITORING

Digitalisation of checklists, auto compliance, gamification and live monitoring. Live fridge and freezer monitoring available.

Digitally signed and date stamped. Auto reporting and fully auditable.

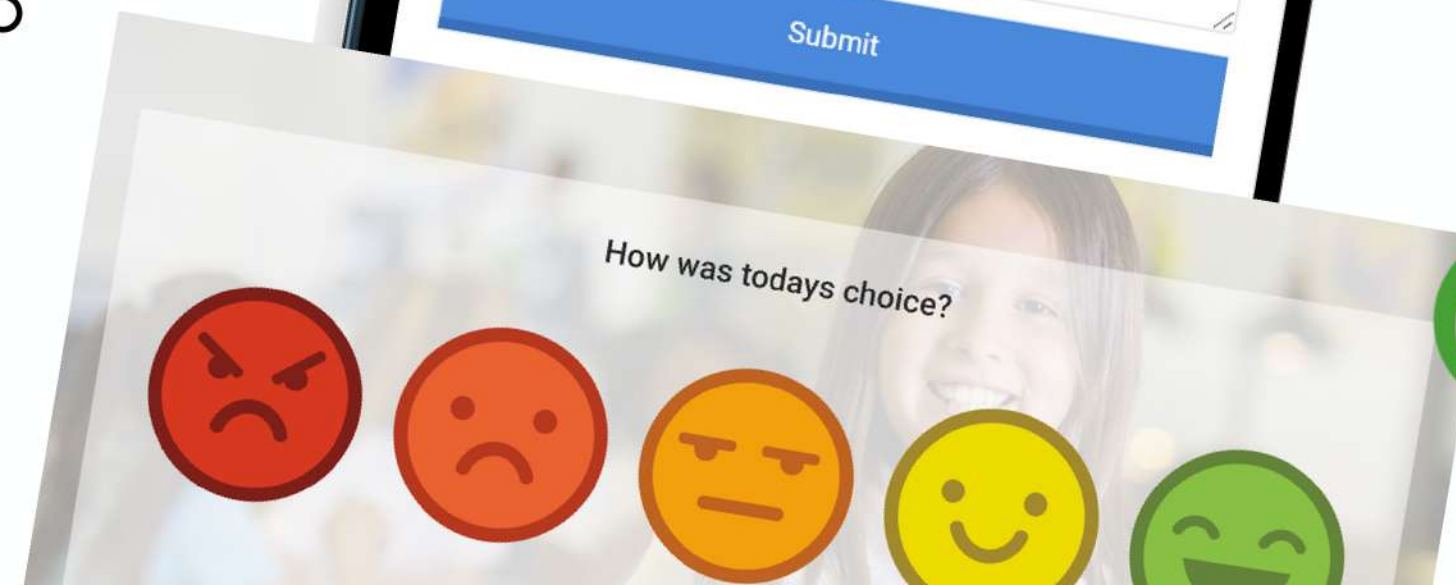
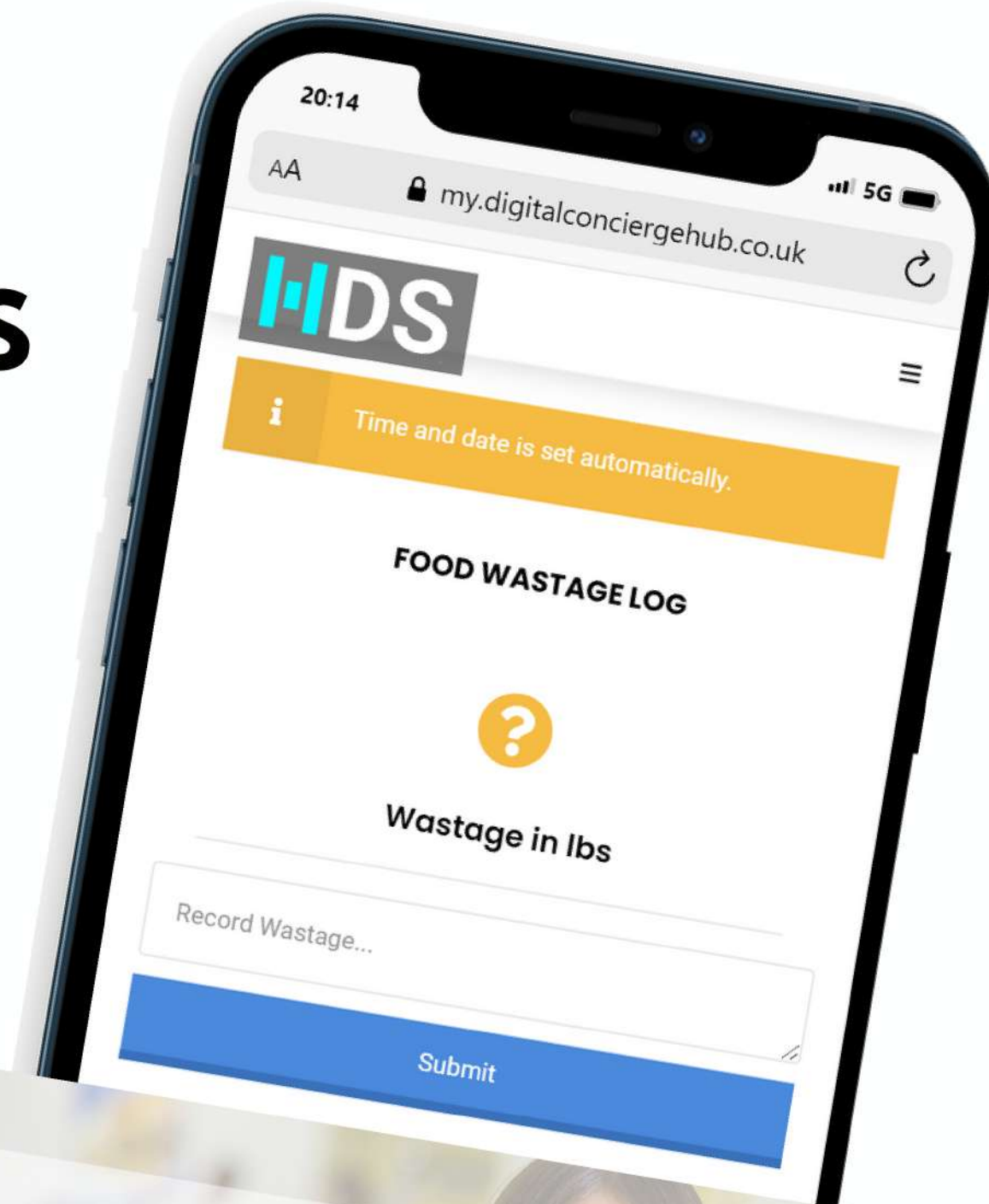


SUSTAINABILITY & WASTAGE

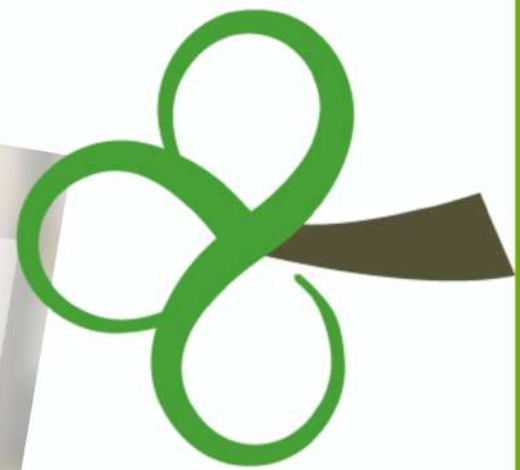
ALWAYS DEVELOPING WAYS TO BE GREENER.

Working closely with our catering companies, corporate businesses, and schools. Our compliance solution has been tailored to allow our customers transparency in their business and also more ways to become sustainable.

Partnered with Sustainably run.



SustainablyRun

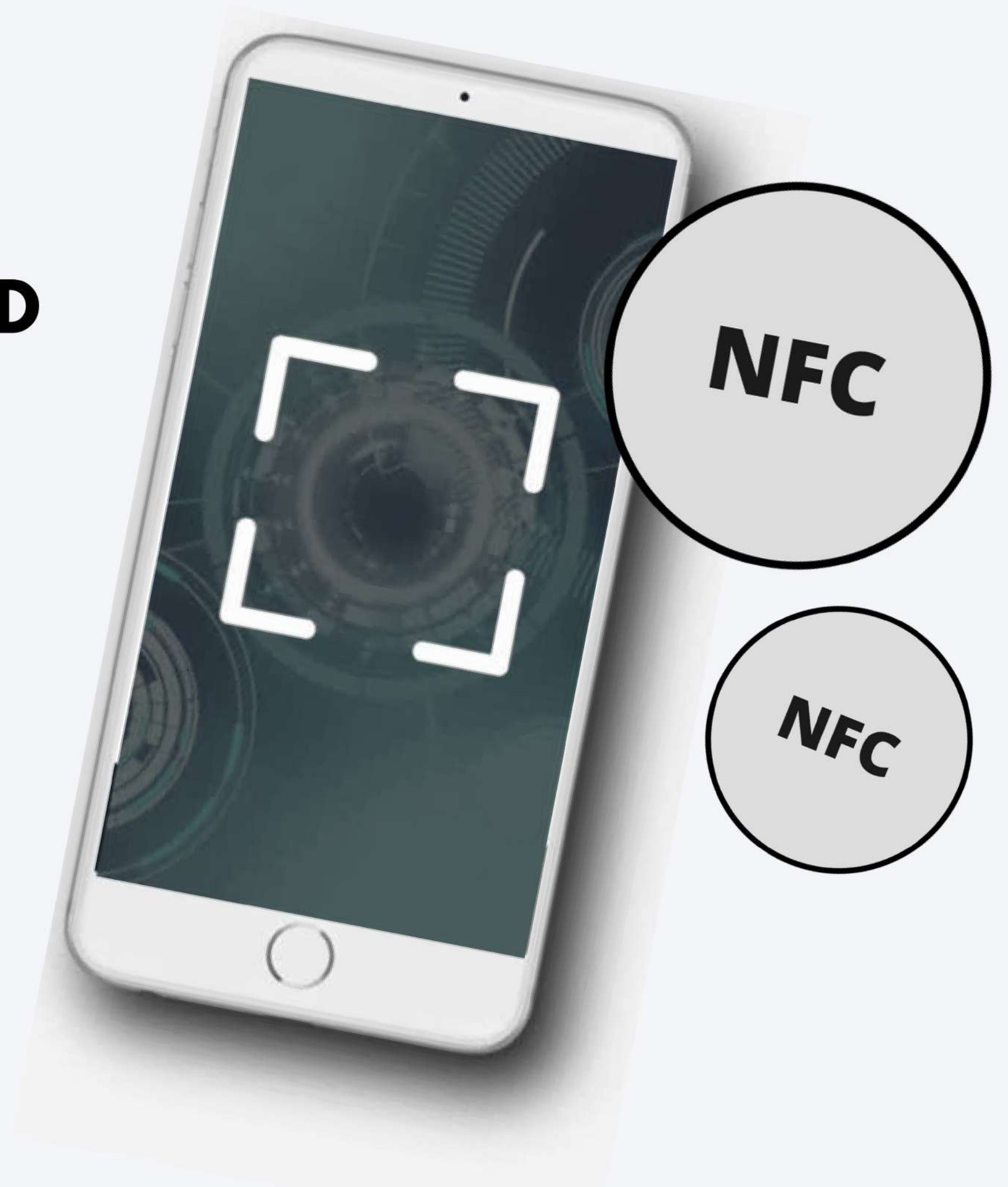


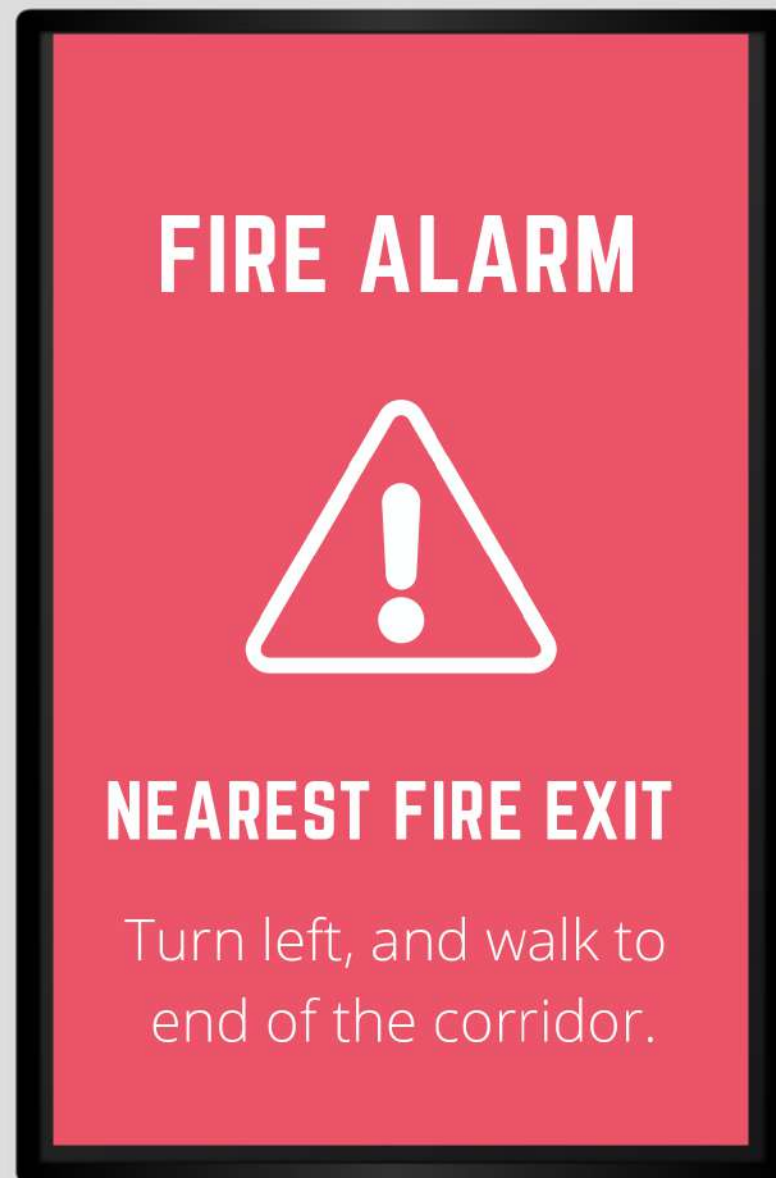
SITE SECURITY

NFC TAGS ARE RECESSED IN THE WALLS. READ BY SMART PHONES.

The system track that the team are completing site checks. Where they checked and notes added.

fully auditable and reports are emailed to the duty managers once completed and submitted.



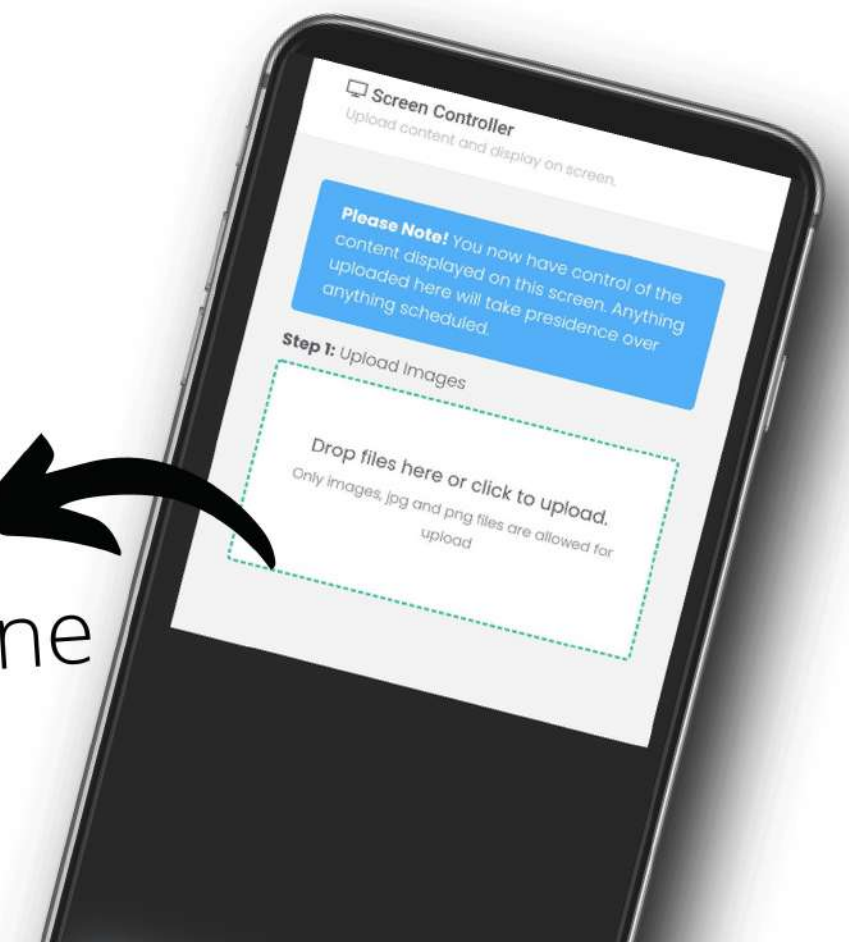


DIGITAL SIGNAGE

**CONNECT ANY SCREEN
ANYWHERE AND CONTROL
FROM ANY DEVICE.**

looping video, slideshows and
feedback/questionnaires, meeting rooms
and cloud presenting.

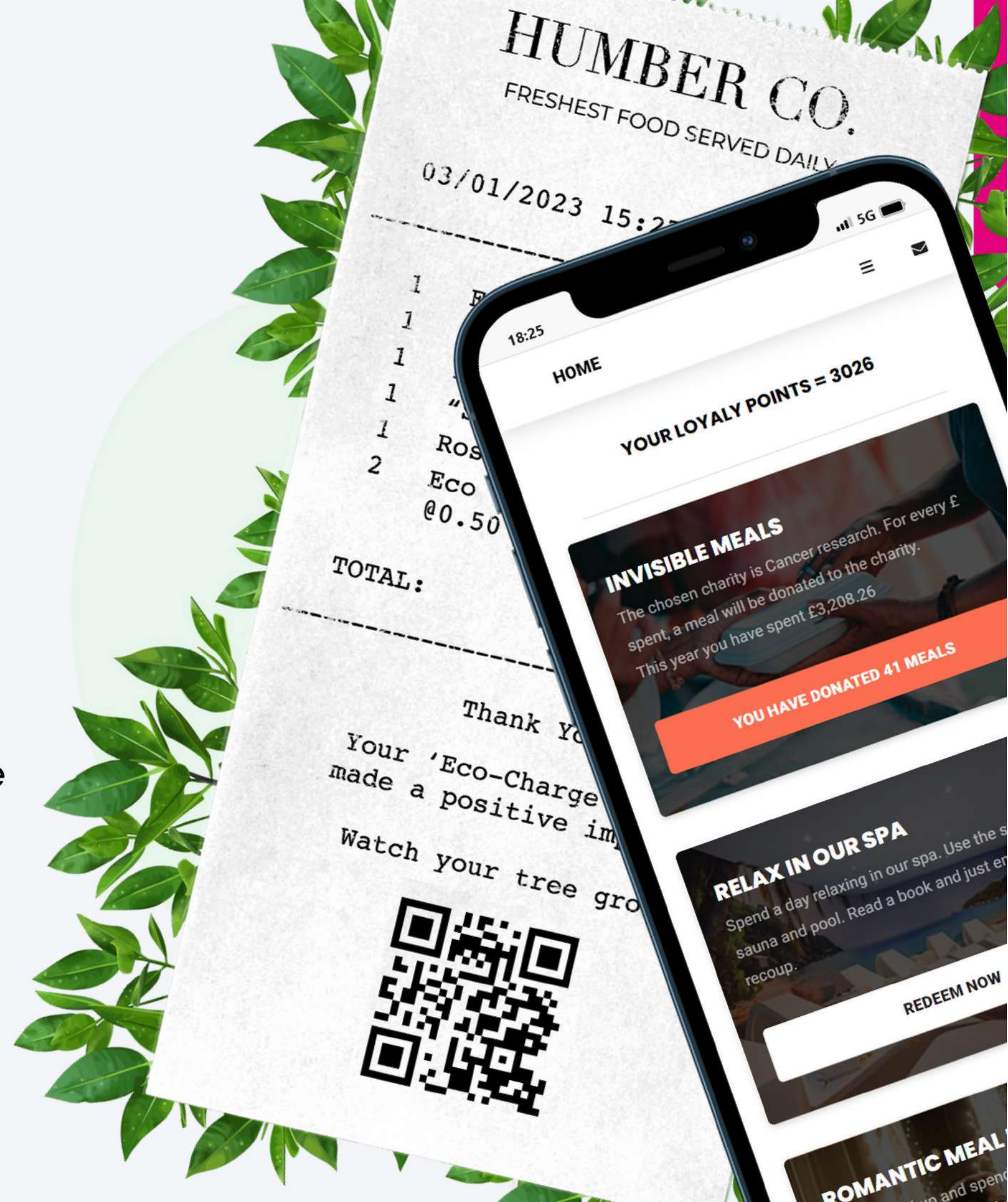
Cloud presenting
through your own phone



LOYALTY & CSR

ALLOW YOUR CUSTOMERS TO COLLECT POINTS AND GET REWARDED.

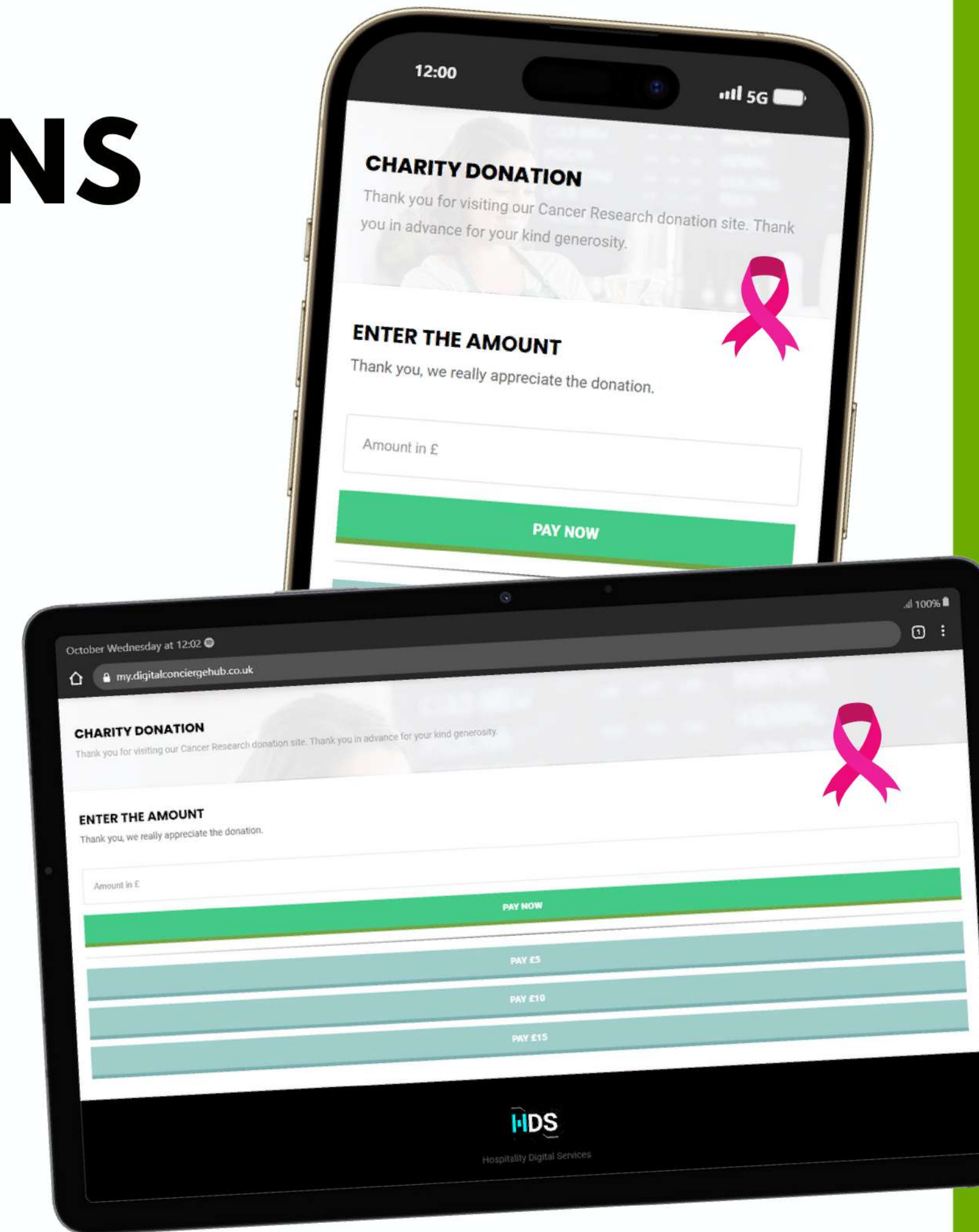
Build a forest, donate to charity or give back for invisible meals. The customers are encouraged to become more sustainable and charitable.



CHARITY DONATIONS

NON-ATTENDED SOLUTIONS WHICH ALLOW PEOPLE TO DONATE WITHOUT PRESSURE

Solutions designed to help make donations quick and easy. HDS offer non-attended, customer-present or mobile payment through NFC or QR code.



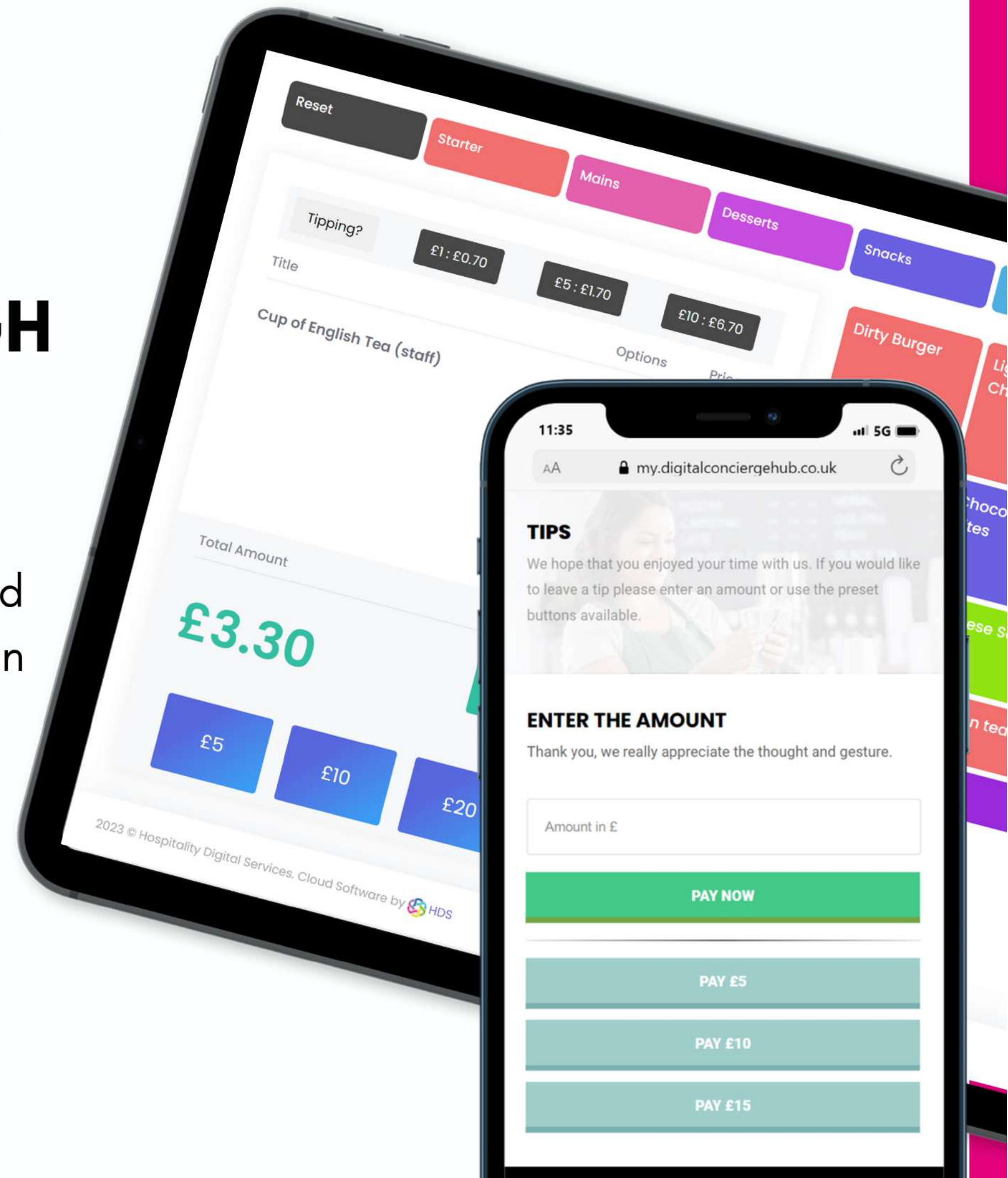
TIPS & GRATUITY

SHOW GRATUITY THROUGH OUR SMART QR ADDON

Accessible through our mobile ordering platform, EPOS or standalone. All you need is a QR code or NFC tag. The customer can tip at any point.

Preset amounts are available or they can type a value of any amount.

Tipping in the 21st century smarter.

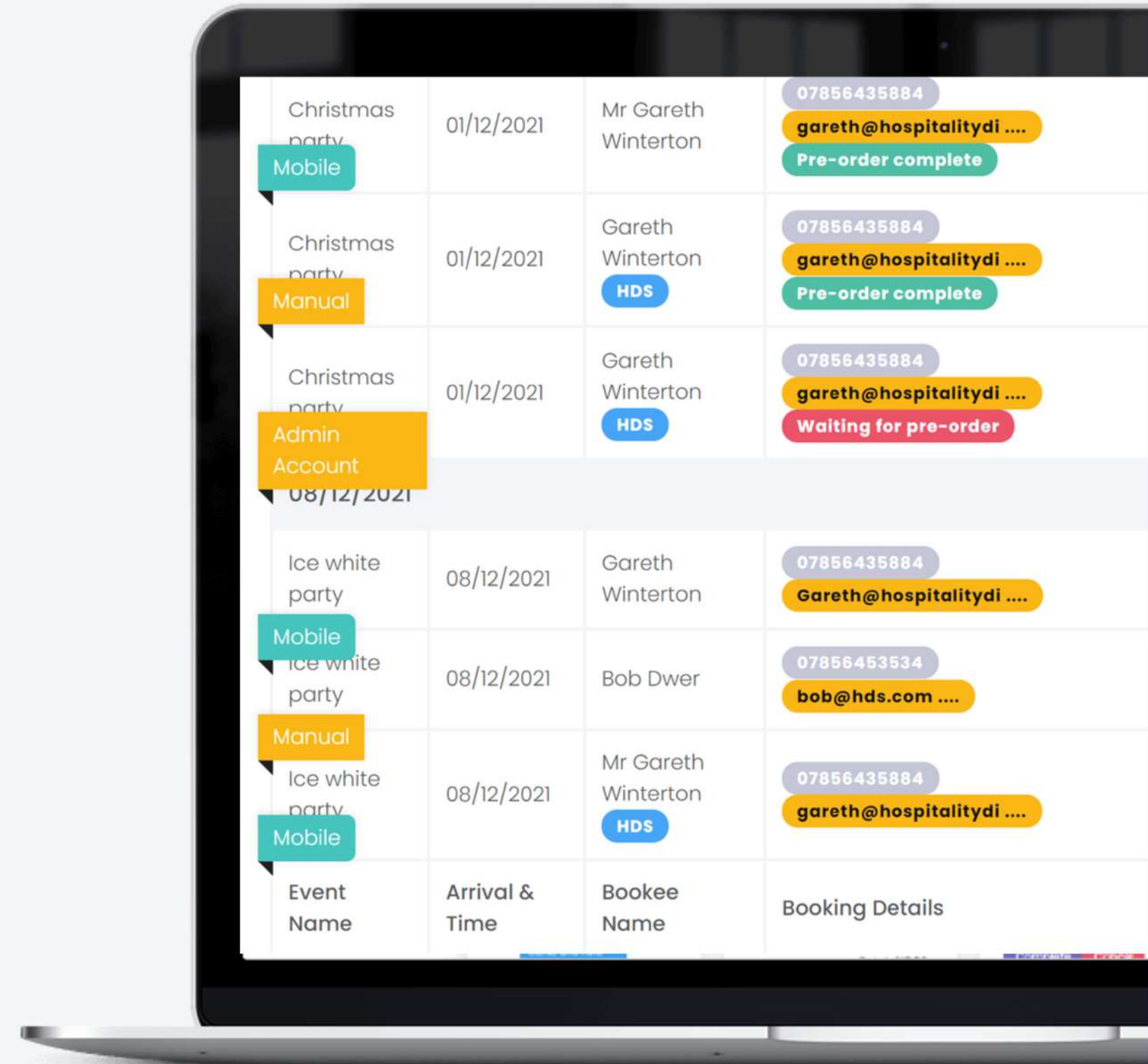


BOOKINGS & EVENTS

HANDLE ANYTHING FROM TABLE RESERVATIONS TO LARGE PRIVATE EVENTS.

Capture deposits and auto-manage final payments. It even handles the table cards, pre-ordering of food/drink, communication and interim and full payments. Linked through your website, email, socials or QR code.

Handle multiple events at the same time and view them on a yearly calender.



The image shows a laptop screen with a booking management application. On the left is a sidebar menu with options: Mobile, Manual, Admin Account, and a date filter for 08/12/2021. The main area displays a table of bookings. The table has columns for Event Name, Arrival & Time, Bookee Name, and Booking Details. The data includes three Christmas parties on 01/12/2021 and three Ice white parties on 08/12/2021. Each row includes contact information and status tags like 'Pre-order complete' or 'Waiting for pre-order'.

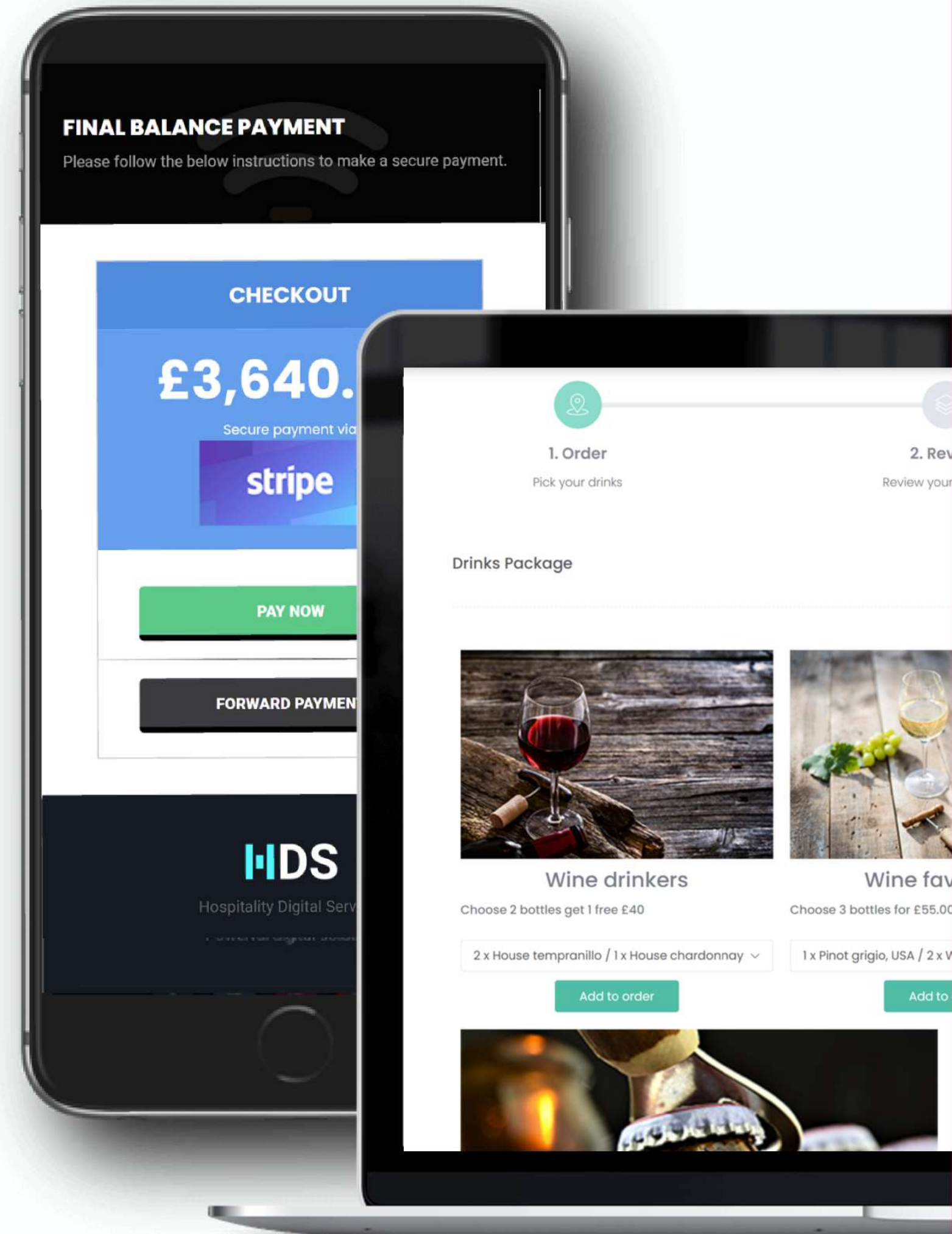
Event Name	Arrival & Time	Bookee Name	Booking Details
Christmas party	01/12/2021	Mr Gareth Winterton	07856435884 gareth@hospitalitydi Pre-order complete
Christmas party	01/12/2021	Gareth Winterton	07856435884 gareth@hospitalitydi Pre-order complete
Christmas party	01/12/2021	Gareth Winterton	07856435884 gareth@hospitalitydi Waiting for pre-order
08/12/2021			
Ice white party	08/12/2021	Gareth Winterton	07856435884 Gareth@hospitalitydi
Ice white party	08/12/2021	Bob Dwer	07856453534 bob@hds.com
Ice white party	08/12/2021	Mr Gareth Winterton	07856435884 gareth@hospitalitydi

PREORDERING FOOD & DRINKS

INCREASE REVENUE OPPORTUNITIES THROUGH IMPULSE PURCHASING.

Link through the bookings and events module. Allow your customers and delegates to preorder and pay for their food and drink before the event starts.

Proven track record to increase revenue.

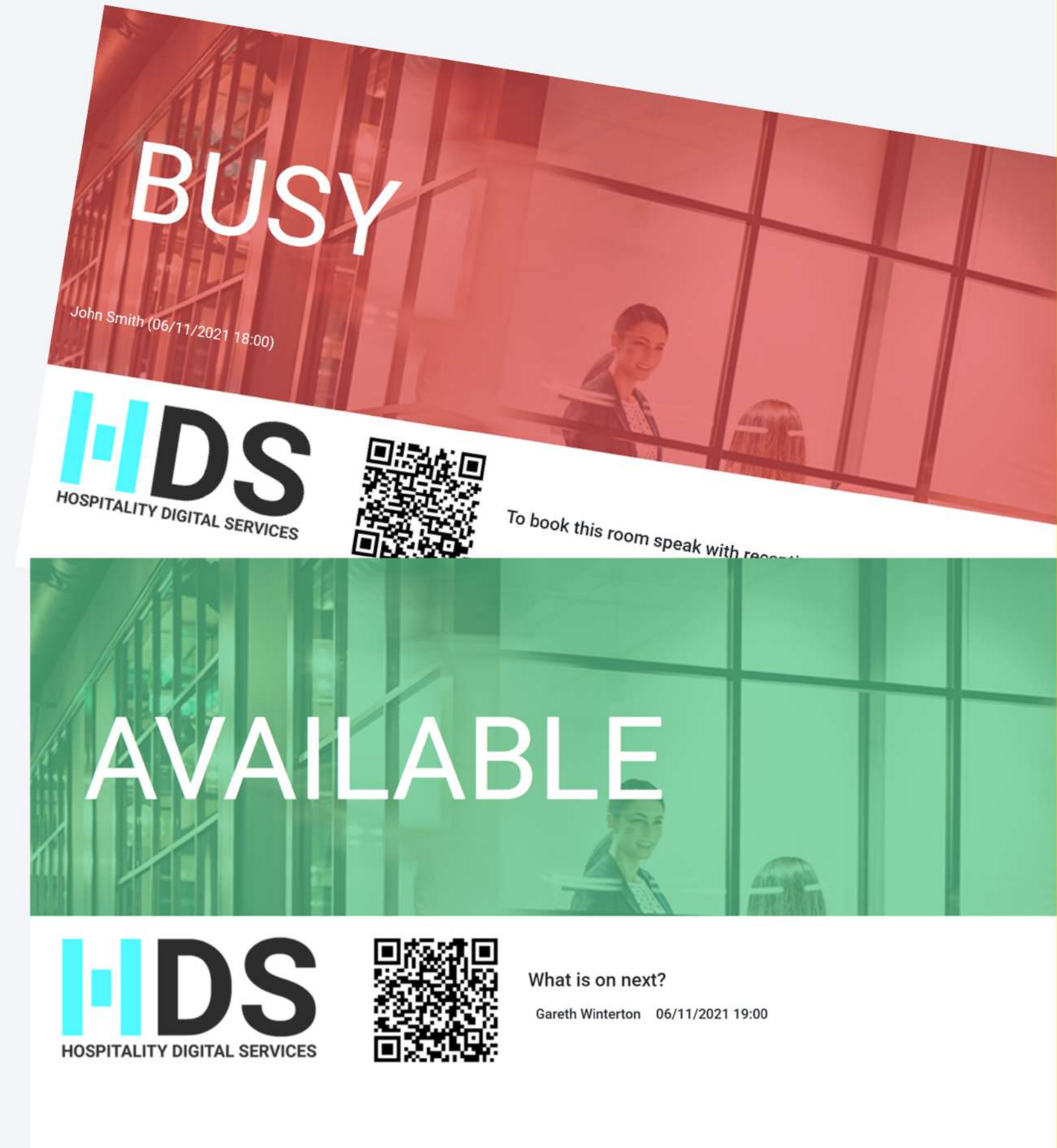


MEETING ROOM MANAGEMENT

COMPATIBLE WITH OFFICE 365.

Smart appless booking solution. QR code managed. Easy to use scheduling system. Bookable through smartphones or via the back office.

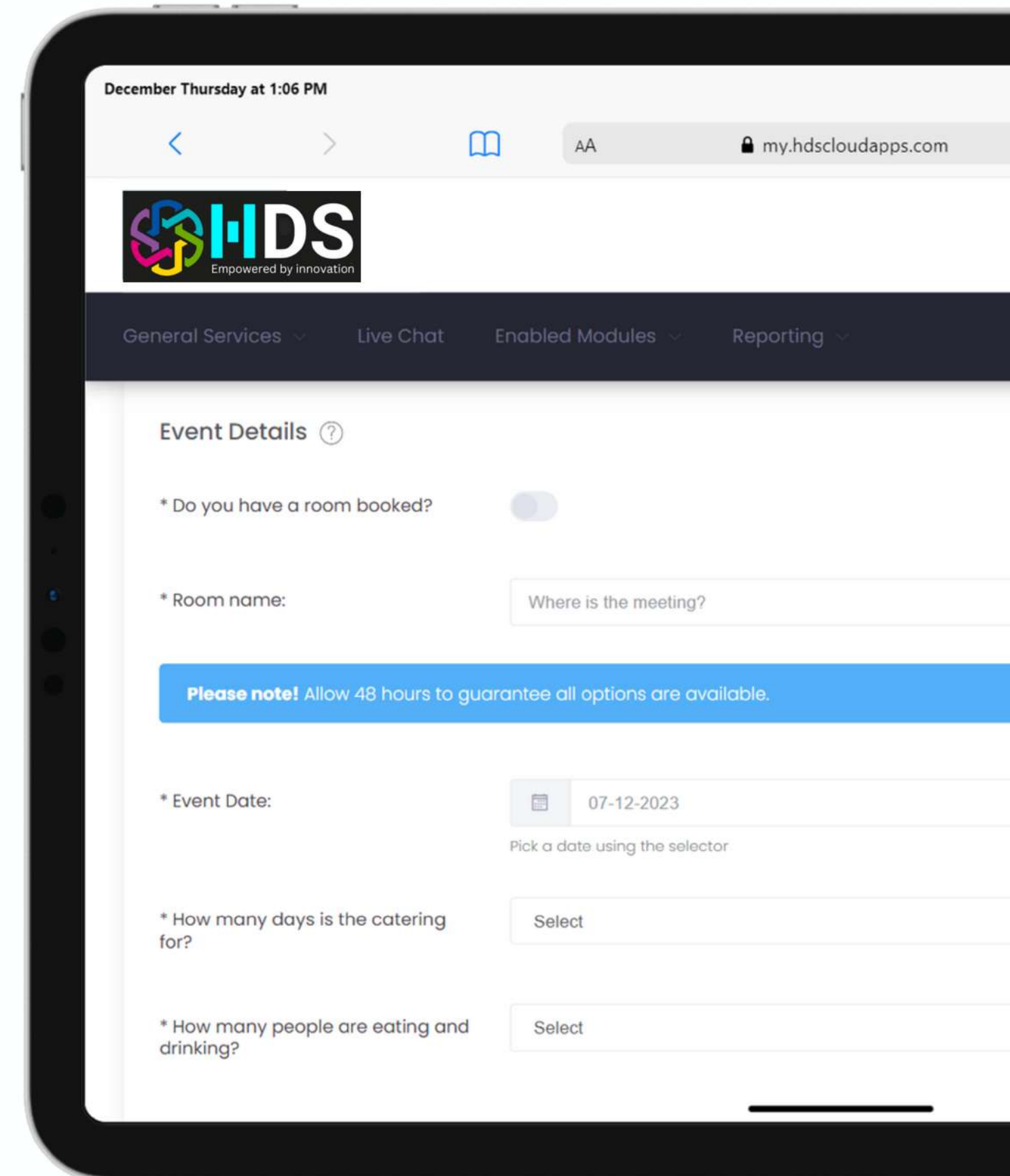
Integration with PMS is also possible.



HOSPITALITY CATERING

QUICK EASY WAY TO ORDER CATERING FOR AN EVENT

Allow administrators to fill in an easy to online form. Specify a booked room, number of days required, number of people. Build an order, specify delivery times, add known allergens and apply a cost centre. Print the orders directly into the kitchen on a cloud printer or via an order board.



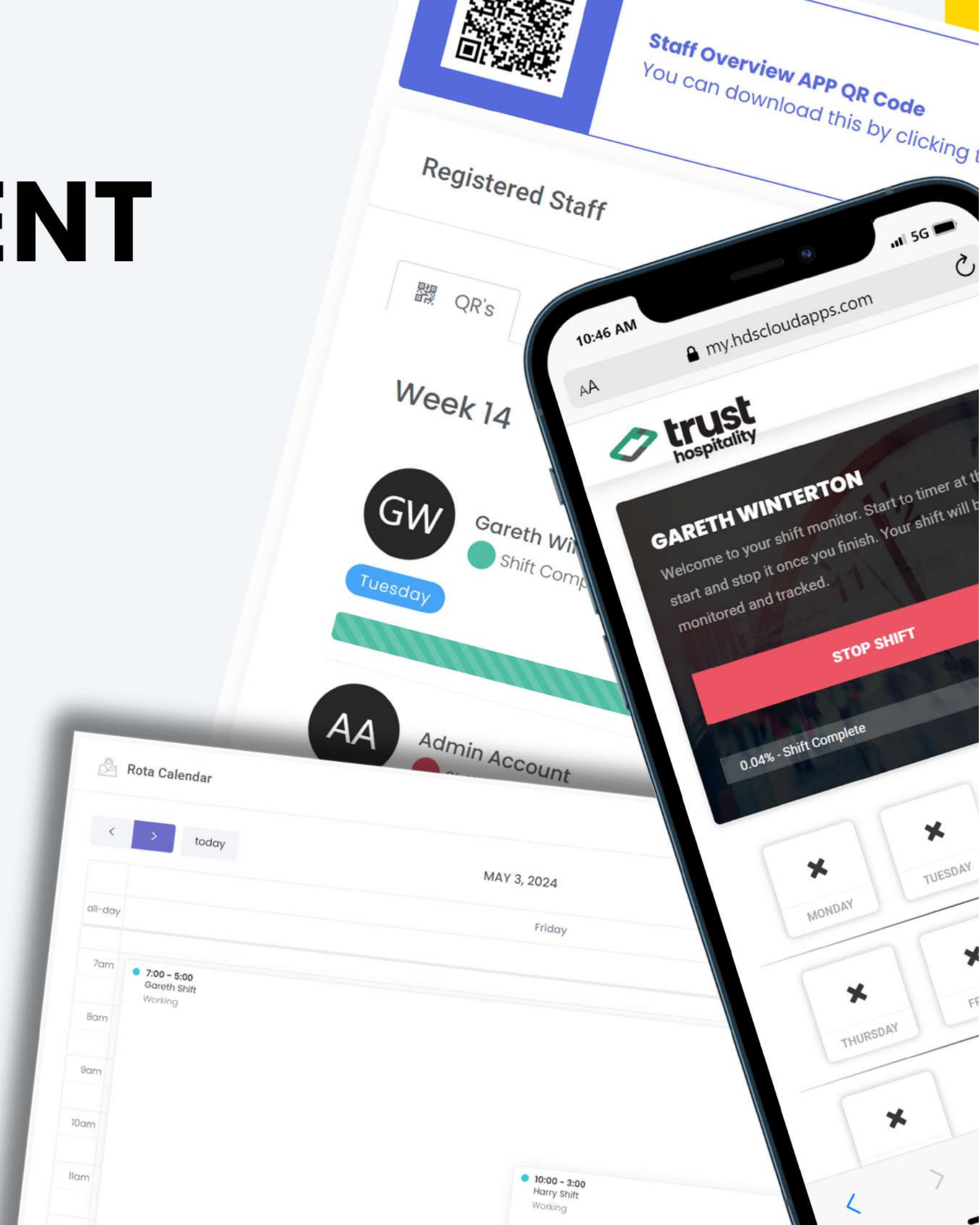
The image shows a tablet displaying the HDS Hospitality Catering online form. The top status bar indicates 'December Thursday at 1:06 PM'. The browser address bar shows 'my.hdscloudapps.com'. The HDS logo, 'Empowered by innovation', is at the top left of the page. A navigation bar contains 'General Services', 'Live Chat', 'Enabled Modules', and 'Reporting'. The main section is titled 'Event Details' with a help icon. It contains several form fields: a toggle for 'Do you have a room booked?', a text field for 'Room name' with the placeholder 'Where is the meeting?', a blue notification bar stating 'Please note! Allow 48 hours to guarantee all options are available.', a date selector for 'Event Date' set to '07-12-2023' with the instruction 'Pick a date using the selector', and two dropdown menus for 'How many days is the catering for?' and 'How many people are eating and drinking?', both currently set to 'Select'.

STAFF MANAGEMENT

WITH ROTA AND LIVE TIME TRACKER

The solution allows your business to know whether a staff member has started their shift. Logged into the EPOS. It can track their working week and hours are reportable in the smart reporting system.

Build your working rota, include static holidays and days off.



NAVIGATION

NAVIGATE YOUR CUSTOMERS FROM POINT A TO POINT B.

Accessible through scanning a QR code. Your customers can locate anything onsite through their own mobile phones. Simple text-based navigation.

Empower your customers.



HDS Pricing

One-off set up fee £250 - £1000 (Install menu / Style app and system set up)

Extras (Licenced Monthly)

EPOS	£49.00
Mobile ordering	£25.00
Golf tracking and delivery (inc EPOS)	£75.00
Room service	£1.00 per room
Service request	£9.00
Compliance centre	From £49.00
Loyalty programme	£49.00
Staff time management	£25.00
Event management	From £49.00
Navigation	£25.00
Walkie talkie	£25.00
Web catering	£25.00
Site security	£15.00
Wall planner	£5.00
Charity / Tips	£10.00
24/7 Support including hardware	£25.00

Digital Signage (Licenced Monthly)

One-off set up fee	£500 to £800
1 screen licence fee	£25.00
5 screens licence fee	£80.00
10 screens licence fee	£150.00
Unlimited screens licence fee	£250.00

* All licences including meeting room manager, feedback module and the cloud presenting module.

If only one screen is required we can train first and set up can be completed by the customer to reduce set up fee.

The prices listed are based on being used in conjunction with a core module.

Discounts available with multiple services.
Full quotation available on request.



HARDWARE OPTIONS



IDS

Empowered by innovation

EPOS +

FROM £700 + VAT

Available in 10.4" and 15.4" screens.

A smart solid unit which will sit pretty in any environment. We sell many of these to bars, hotels and corporate businesses.

Powerful Windows 11 unit.

The printer is integrated



BUDGET EPOS

£670 + VAT

Available in black.

A solid reliable unit. Splashproof, so perfect for any bar or restaurant.

Powerful Windows 11 unit.

This unit comes with a separate thermal printer.



MODULER

FROM £550 + VAT

Available in black.

Black tempered glass stand. 15" touchscreen. Powerful separate mini PC. Windows 11 licence.

Perfect for a kitchen display screen.



£587 + VAT

Tablet is either a Samsung Galaxy or
Lenovo. 10.1" screen with the latest
Android OS installed. Box-a-Pos cast
iron casing and MCPrint-3 cloud
printer.

Smart and low cost.



22" KIOSK COUNTER

£2200 + VAT

Available in black.

Operates Windows 10.

Has space for a thermal printer which is mounted underneath the screen.

A card mount is also available.

Printer available for an additional £95.



27" KIOSK WITH STAND

£2500 + VAT

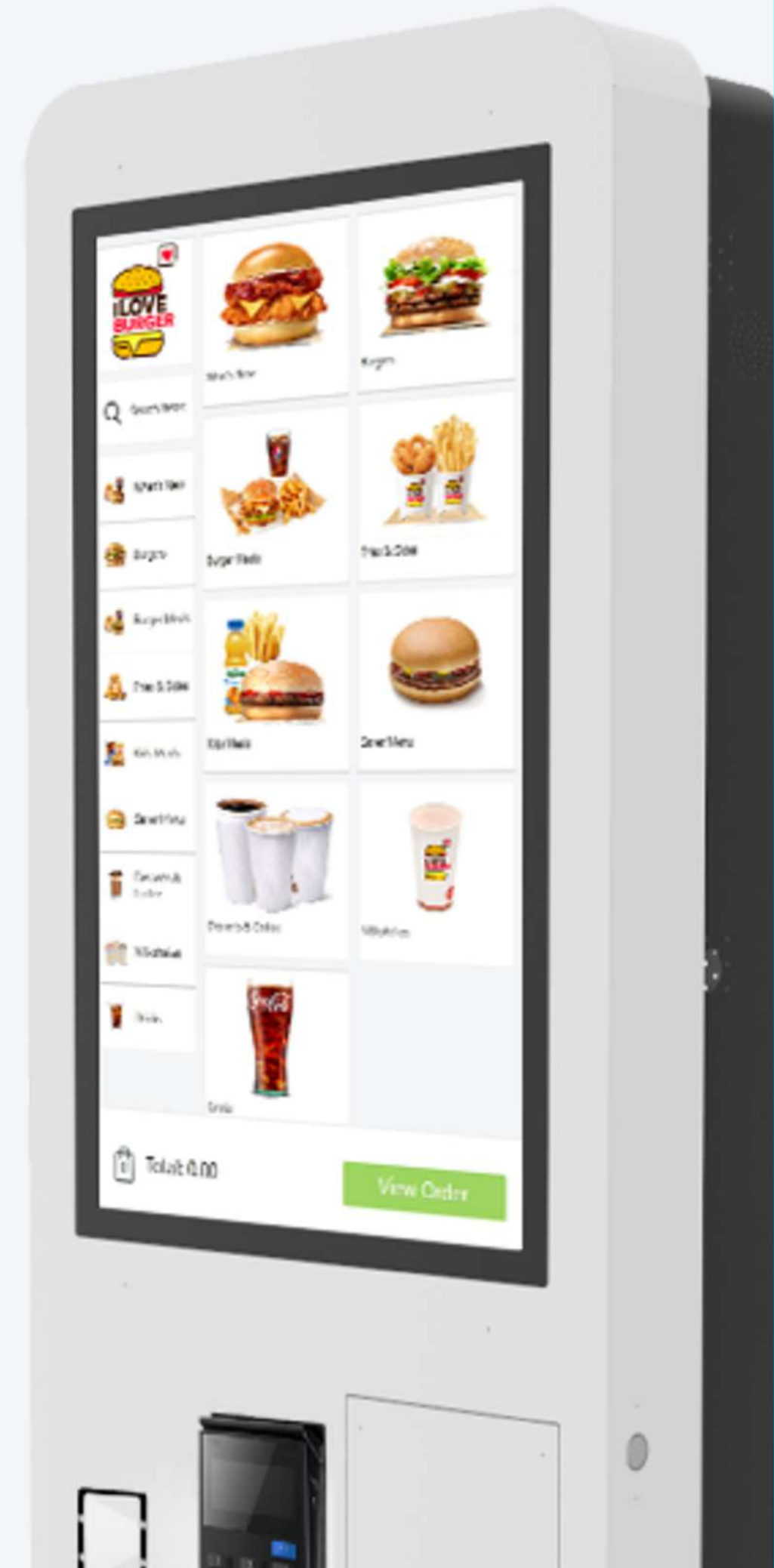
Available in white.

Operates Windows 10.

A thermal printer and card mount are also included.

QR code scanner for promotions.

Comes with wall mount and heavy cast iron floor stand.



OPTIONAL EXTRAS

THESE ITEMS CAN BE ADDED TO ALL PACKAGES

The tablets are all 10.1". Android. From £160 + vat

Cash drawers are £65 + vat

Thermal printers are £105 + vat

Cloud printers are from £220 + vat (based on the model)

