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G-Cloud15
Access QikServe
Service Definition

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1 Service Overview

QikServe Evo - Digital Ordering and Payment Platform
QikServe Evo, part of Access Hospitality, is an enterprise-grade cloud-based digital commerce platform that transforms the guest ordering and payment experience across hospitality venues. The solution provides an integrated suite of digital ordering channels including mobile ordering, self-service kiosks, pay-at-table, and handheld order-and-pay devices, all seamlessly connected to EPoS, kitchen management, and back-office systems.

Mobile Ordering and Pay-at-Table
Guests can browse menus, place orders, and make payments directly from their smartphones by scanning QR codes at their tables or throughout the venue. The solution requires no app download, operating through a browser-based interface accessible from any device with internet connectivity. Guests can open tabs, add items throughout their visit, split bills between multiple parties, and complete payments including tipping, all without waiting for staff assistance. Orders are transmitted instantly to kitchen display systems and integrated with EPoS for real-time inventory updates and reporting.

The mobile ordering functionality supports multiple service models including table service, click-and-collect, and delivery, providing flexibility for venues to offer varied guest experiences from a single platform. Multi-language and multi-currency capabilities enable international guest support, while the system accommodates dietary preferences, order customisation, and special requests.

Self-Service Kiosks
AI-powered self-service kiosks enable guests to browse digital menus, customise orders with modifiers and add-ons, and complete secure payments via card, contactless, or mobile wallet. The kiosk interface features intelligent upselling prompts for sides, drinks, desserts, and combo deals, consistently increasing average basket values. Orders flow directly to kitchen display systems while stock levels update automatically in the EPoS, preventing out-of-stock items from being ordered.

Kiosks are designed to meet global accessibility standards including WCAG, ADA, DDA, and EEA compliance, featuring wheelchair-adapted design, screen reader support, and multi-language functionality. The platform supports various hardware configurations including wall-mounted, countertop, and freestanding floor units, with customisable interfaces reflecting venue branding through configurable layouts, colours, and promotional content.

Real-time menu synchronisation ensures consistent pricing and availability across all ordering channels including kiosks, mobile, and traditional EPoS terminals. Timed menu

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functionality enables automatic menu changes based on daypart, while stock awareness prevents ordering unavailable items.

Kitchen Display System Integration
All orders from every channel route instantly to kitchen display systems or printers, presenting clear, accurate order details with timing information and priority indicators. The system organises orders by preparation time and station, enabling efficient kitchen workflow. Order-ready screens keep guests informed when their orders are available for collection, reducing perceived wait times and enhancing the collection experience.

Integrated EPoS Connectivity
Seamless integration with Access EPoS Evo and other leading hospitality EPoS systems ensures real-time synchronisation of menus, pricing, stock levels, and sales data. Changes made in the back-office EPoS automatically reflect across all digital ordering channels, eliminating manual updates and preventing discrepancies. The unified system provides a single source of truth for operational data, supporting accurate reporting and business intelligence.

Payment Processing and Security
The platform integrates with Access Payments and other leading payment processors, supporting card payments, contactless transactions, digital wallets including Apple Pay and Google Pay, and cash handling through integrated cash management equipment. All transactions comply with PCI DSS standards with full encryption and secure processing. Built-in tipping functionality enables guests to add gratuities during payment, typically resulting in higher tip amounts compared to traditional cash tipping.

CRM and Loyalty Integration
Guest ordering data integrates with CRM and loyalty systems, enabling venues to capture valuable customer insights including order history, preferences, frequency, and spending patterns. This data supports personalised marketing, targeted promotions, and loyalty rewards programs. Guests can earn and redeem loyalty points directly through the ordering interface, encouraging repeat visits and building brand affinity.

Suggestive Selling and Revenue Optimisation
Configurable upselling prompts throughout the ordering journey drive increased basket values through strategic cross-sells and add-ons. The system presents relevant suggestions based on cart contents, popular combinations, and venue-defined rules. Promotional campaigns and limited-time offers can be configured centrally and deployed across all channels simultaneously.

Stock Control and Inventory Management
Real-time inventory tracking updates stock levels automatically as orders are processed, providing accurate visibility of ingredient and product availability. The system prevents ordering of out-of-stock items, automatically removing unavailable items from menus

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across all channels. Low stock alerts enable proactive reordering, while usage pattern analysis supports purchasing optimisation.

Centralised Menu and Content Management
The platform includes a comprehensive content management system enabling venues to manage menus, products, pricing, images, descriptions, and nutritional information from a single interface. Changes synchronise instantly across all ordering channels and locations, ensuring consistency. Timed menu functionality supports daypart menu changes, seasonal offerings, and promotional periods. Modifiers, sides, and combo configurations can be defined to guide guest ordering and support kitchen operations.

Analytics and Reporting
Comprehensive reporting provides real-time visibility of sales performance, order volumes, average transaction values, channel utilisation, and guest behaviour patterns. Operators can analyse which products drive revenue, which kiosks perform best, peak ordering times, and conversion rates across different ordering channels. The AI-powered analytics capabilities enable operators to ask natural language questions such as "Which kiosk drives the most revenue?" and receive instant insights.

Multi-Site Management
For operators managing multiple locations, the platform provides centralised control with location-specific customisation. Menus, pricing, and promotions can be managed globally or tailored to individual sites. Consolidated reporting across all locations enables performance benchmarking and identification of best practices, while site-specific analytics support local operational decisions.

Key Benefits
Venues implementing QikServe Evo consistently achieve significant operational and financial improvements. Data demonstrates over 27% increases in spend per cover following mobile ordering implementation, driven by reduced service friction and strategic upselling. Self-service kiosks reduce queues during peak periods while increasing average order values through automated upselling prompts. Operators report payback periods as short as 59 days for kiosk deployments.

Faster table turnover results from guest-controlled payment timing, enabling venues to serve more covers during peak periods. Staff efficiency improves as transactional tasks are handled digitally, allowing teams to focus on hospitality and guest experience rather than order taking and payment processing. Order accuracy increases as guests confirm their own selections, reducing food waste and kitchen errors.

Guest satisfaction improves through reduced wait times, increased service flexibility, and enhanced control over the ordering and payment experience. The platform processes over 50 million transactions annually for hospitality partners across 44 countries, demonstrating proven scalability and reliability.

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2 Onboarding

Our FlightPath services have been designed to be remote first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face-to-face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product eLearning, so your users can learn our products at their own pace.

Our remote first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation program from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We use these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team. The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution. To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

Full details of our Flightpath implementations for Access Qikserve Kiosk can be found here, and Qikserve Ordering here.

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3 Additional Service Options

FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment
We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Essential Plan
The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan
Get answers faster
As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to

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our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Access Customer Success Plans

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

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This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specialising in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

7 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

8 Development Life Cycle

As one of our core products Access QikServe has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

9 Service Constraints

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Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.

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