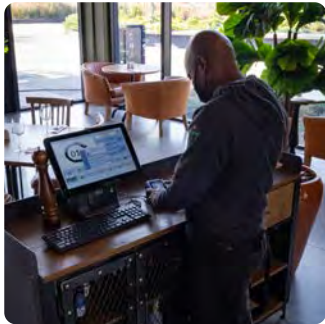# pilot

SOFTWARE

Why Choose Pilot?

Pilot is a forward-thinking company constantly striving to bring the best and most intuitive point of sale (PoS) solutions to each café, bistro, deli, restaurant and franchise that we service. Our combination of robust hardware, powerful software and value-add partnerships has made us an industry leader in providing an all-encompassing offering to our customers. Pilot point of sale solutions can optimise virtually all aspects of your establishment.

Complete Stock Control

Our industry-leading stock control system gives you an overall view of stock movement in your establishment – from the date of purchase to final delivery on the plate. This data serves as a valuable tool to accurately forecast how much of every product is needed, reducing wastage and optimising cash flow.
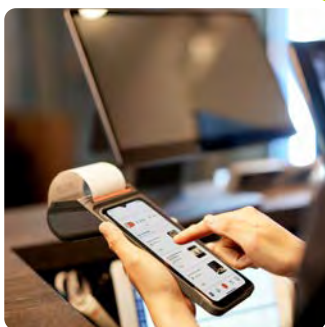
Staff Productivity and Payroll

Time management systems can identify problem areas with staff that are constantly late, or who are not completing tasks timeously. By using foolproof biometrics, you can monitor all staff activities, and post results directly to leading payroll systems. Biometrics also removes buddy clocking and eliminates unauthorized overtime.

Loyalty Program & Integrations

Pilot offers an integrated loyalty program called PilotMiles, with simple cellphone or card signup! You can offer your clients earn&burn, discounts, vouchers, digital gift-cards and more! We also offer other integrations that are possible with Pilot Software to enhance your customer experience, for example UberEats and Dineplan.

Increased Portability and Accuracy

Our PoS software integrates seamlessly with Pilot's new SmartPoS technology that makes at table digital ordering and payments efficient by ensuring that every order is captured accurately, with the correct preferences and side dishes. Waiters have greater control over their seating sections, as well as increased mobility to proactively manage tables and runners.
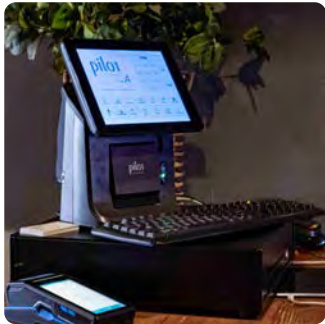
Reporting from Anywhere with PilotLive

Our PilotLive app gives you faster, smarter and more intuitive mobile reporting from anywhere at any time. The app, available for both Android and iOS, can be downloaded onto your smart device and provides an overall view of the establishment. With added reports and faster response times, the app now provides a complete restaurant overview. From live sales, discounts and voids, through to daily and monthly turnover, plus supplier listings, purchases, payments and clock-in times, no aspect of your restaurant is left unchecked.

Back of House Management

Intuitive kitchen displays optimise back of house performance for an overall increase in service delivery across the entire establishment. The kitchen display unit manages the meal execution process: the receiving of orders, directing of staff and delivery of completed meals.
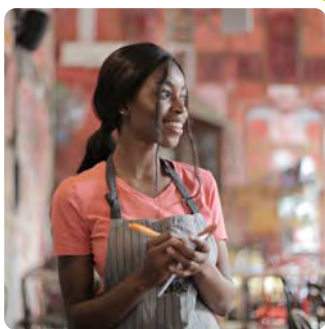
Front of House Control

Eliminate bottlenecks, and improve table management and overall service delivery. Pilot PoS equips every waiter with information to effectively manage their own tables, while having an overall view of the establishment for greater control. Operators can easily monitor the status of tables, table transfers between waiters, table bookings and billing from a single screen.

Centralised Control with PilotHQ

Pilot's HQ system provides centralised control across any number of outlets. The more control there is over pricing, recipes, menu items and updates, the easier it is to manage and standardise the quality of service. Pilot HQ has been designed specifically with the franchise or multi-outlet operation in mind, to enable complete protection of intellectual property, and help minimise food costs.
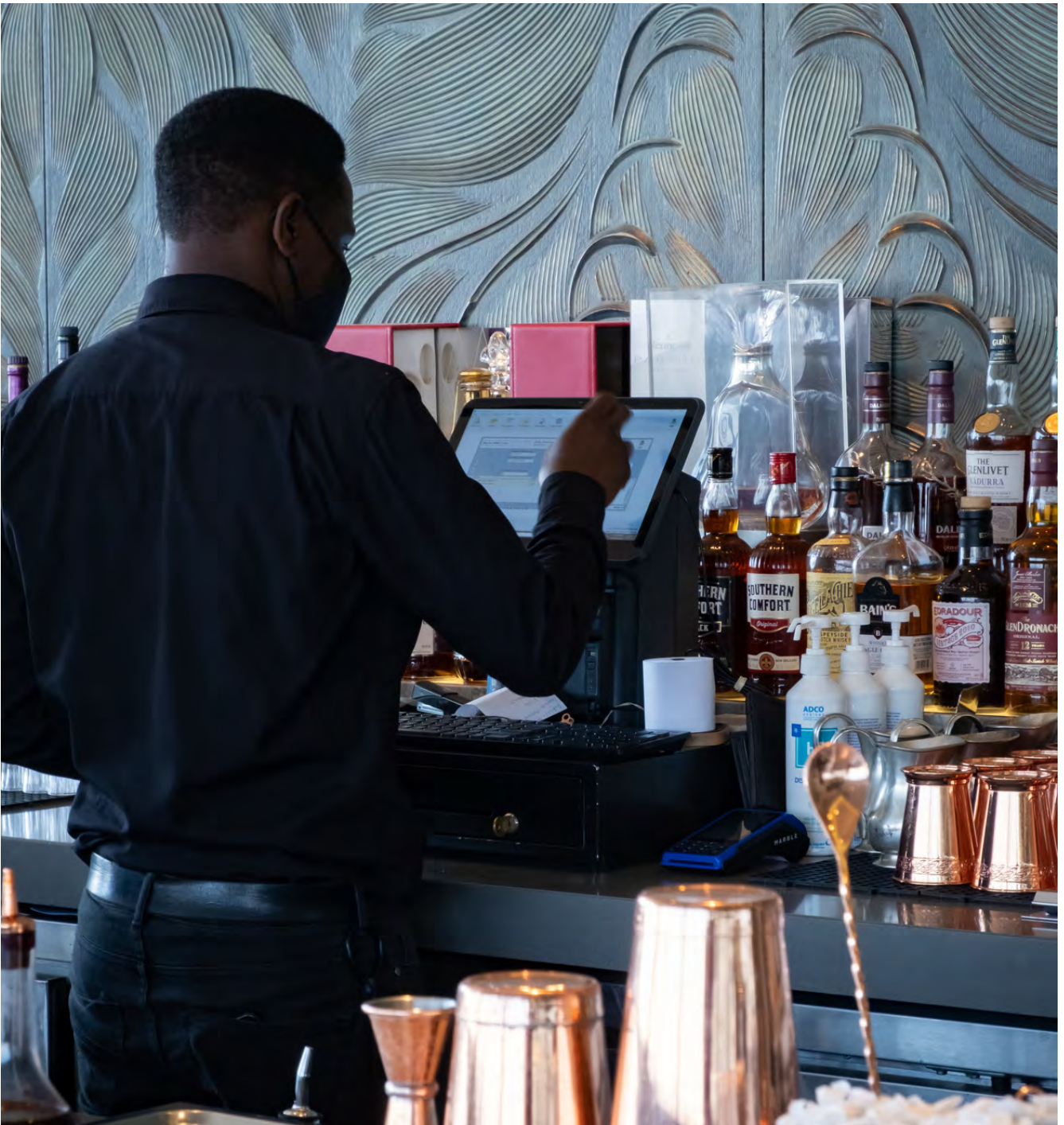
Comprehensive Training

Our training modules are crucial to help unlock the many benefits our point of sale solution has to offer. We conduct hands-on and interactive training at all Pilot branches countrywide. Alternatively our team of experienced instructors can come to you – at an agreed hourly rate. Our interactive website also includes many tutorial videos on the basics of setting up and working with our software.

Regional Support

Along with our website LiveChat option and call centre which is available 24 hours a day, 365 days a year, we also offer remote support to all sites using really fast, thin technology. This enables us to resolve most of the issues we receive within a few minutes, without the expense of a physical callout. Should a callout be required a technician from one of our main centres, which are always stocked with loan equipment, will be sent out and should have the matter resolved within two to four hours.

Maintenance Cover

Pilot's cost effective system maintenance offers much more than a once-off software purchase. We provide long-term, sustainable maintenance solutions to mitigate the impact of downtime in your establishment. Our benefit-laden PilotCover solution provides you with:

Free Call-Outs, Travel and Labour

Monthly On-Site Maintenance

Free Loan Equipment

Pilot Financing Options

At Pilot, we are dedicated to giving every establishment – regardless of size and financial capacity – access to our comprehensive point of sale solution. We have three different finance options available to ensure that our robust hardware and software solutions are within reach of all establishments across the hospitality sphere.

1 Outright Purchase

This financing option is geared towards larger, more established sites or franchises. With our outright financing, all software, hardware and services are paid for upfront. Monthly or annual license fees are paid for telephonic and remote support, software re-activation and upgrades.

2 Rental

Our rental option caters to newer, smaller and independent establishments. As it is usually difficult for new restaurant owners to raise the needed funds to outright purchase our PoS system, we offer a low cost monthly rental option – for both our hardware and software. The rental financing is available at a fixed price paid over 36 months. After this time, all equipment reverts to the site and only license fees are payable. Only a small deposit is required for training, cabling and setup.

3 Third party financing

Third party financing focuses on existing sites looking to convert or upgrade their PoS, which sees them typically approach traditional asset finance houses. The same is the case for existing sites wanting to expand to a second or third site. This financing route requires detailed financials as well as strict sureties. More innovate finance methods now exist; sites with a credit card machine and six months' history can sell their future transactions at a discounted value. The funds are available immediately and deducted daily from credit card takings. This is a far more flexible approach which caters to seasonality.

Contact Us!

Online

Email us	**web@pilot.co.za**
Book Free training	**training@pilot.co.za**

Telephone

Sales	**011 602 8404**
Support	**011 602 8409**
Johannesburg Branch	**011 602 8300**
Cape Town Branch	**011 602 8405**
Durban Branch	**011 602 8416**
General Inquiries	**011 602 8300**

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