

 TouchOffice Web

Business Management Software

Manage your business online from anywhere, at anytime with TouchOffice Web



Powerful business Management.

Real time and historical sales reports at your fingertips. TouchOffice Web provides complete control over your business from anywhere. Stock, staff, pricing and programming TouchOffice Web, gives you control over it all.

Instant management over your entire estate. Whether you want sales performance for a single site, or you want to make product changes across the board from any web-enabled device, you're in control.

TouchOffice Web presents information in easy-to-analyse graphs and charts, giving you the power to drill down into specific data instantly. Export your data at the click of a button.



Business Intelligence.

TouchOffice Web gives you the insights to make informed decisions for your business. Analyse trends, see what is really selling and see which products are profitable. There are over 100 reports built-in to help you run your business, saving hours of admin time.

Multi-Site Control.

Instant business management over your entire estate.

Head-Office level - For larger businesses that need to review consolidated reports and individual site performance.

Single Branch level - For day-to-day operations at each site.

Whether you want to see sales performance, or you want to make product or operational changes, TouchOffice Web works for you.



Make Real-Time Decisions.

TouchOffice Web gives you instant access to specific real-time sales data. All data is pushed into attractive graphs and charts, allowing you to easily spot and identify trends or patterns.



Historical Insights.

Run historical reports to get deep insights to sales and staff performance over time. Track, compare and contrast your historical data easily day-by-day, year-by-year and drill down into specifics.

Export your results at a click of a button into PDF or CSV instantly.



Remote Programming.

Make live program changes across your entire estate. Adjust pricing, promotions and products online and your TouchPoint tills will update as soon as you save, or set to a schedule.



Time & Attendance.

Keep a reliable and accurate record of your staff time and attendance. If an employee disputes their hours, you have the facts.



See it all. Any Time.

Monitor your sales performance from anywhere in the world using any web-enabled device. Finally, you can make more informed decisions, at your convenience.



Fraud Management.

Uniquely identify staff and monitor performance. Staff access control ensures only those authorised can access your sensitive data.

Keep an eye on misuse, and investigate without tipping off the staff involved.



Accounting Integration.

Xero integration is a module created by ICRTouch for TouchOffice Web and it allows sales data to be sent to accounts without manual processing.



Stock Control.

Know your stock levels, schedule and place orders and easily keep track of your ins & outs. Report on wastages and returns, and use stock variance to investigate missing stock.

Your data is always safe.

We care about security.

Protecting your sales information, personal data and protecting your system from misuse is important. ICRTouch systems are secure and provide you with tools to deter, monitor and investigate internal fraud.

See our handbook for more information: icrtou.ch/fraud

All sales on TouchPoint EPOS terminals are automatically uploaded to our cloud-based back office, TouchOffice Web. If you lose your internet connection, no problem. Sales are stored locally at the EPOS terminal and are seamlessly sent up when next online.

With TouchOffice Web, your information is stored and always backed up.

Stock & Staff Management.

Stay in command with a stock control system and use handheld TouchStock devices to perform stock takes, create supplier orders or branch transfers and schedule deliveries.

TouchOffice Web has tools to monitor staff in real-time, so you can see who needs further training and detect fraud.

Manage staff with Time & Attendance reports and payroll. See which staff are performing well for you.



Upgrade to TouchOffice Web+.

Upgrade your account to TouchOffice Web+ and enjoy enhanced features such as TouchStock stock taking device, voucher creation and management and integrations such as Xero and labour management software.

Discount vouchers - One off or multi-use promotions with custom start and expiry dates.

Email reports - Daily schedule to email specific reports to the management team.

Integration Xero - Integrate with Xero accounting software.

TouchStock - Add TouchStock for Android to quickly and easily scan stock, check deliveries and generate labels.

Case study.

Pubs of Distinction.



Pubs of Distinction was developed to bring a contemporary flavour to the traditional pub without losing the “eternal values” associated with the great British Pub, the principal one being top class hospitality. Therefore serving craft beer as they would have done in the old beer houses of the mid 18th and 19th centuries formed the core proposition for the local beer house concept. Allied to this was a desire to produce fresh quality food that could be enjoyed by a range of customers in pleasant modern environments.

The previous point of sale system relied upon manual processes from managers on site to present area managers and directors with sales information, often delayed by a week or more.

Fast changing craft beer selection meant the managers found it difficult to maintain an accurate product listing.

The Challenge

- Implement robust POS hardware suitable for front bar operations along with intuitive, fast and easy to use point of sale software.
- The ability for site managers and supervisors to maintain their own drink and food offerings.
- Back Office software to be accessible by multiple accounts with different levels of access.
- Track staff attendance as well as items purchased through the staff discount scheme.

The Solution

- 13 x Waterproof POS systems running ICRTouch TouchPoint point of sale software with connected drawers and front feeding thermal printers spread across the estate.
- Staff Cards for secure sign on, time and attendance and tracking of staff discount.
- TouchOffice Web cloud back office solution from ICRTouch.

Installation of the EPOS system was carried out across five sites, with the TouchOffice Web cloud back office solution going live at the same time. From the day of initial install supervisors and managers were able to update and maintain the drink and food menus with the ICRTouch's Partner's support team on hand to help with any queries they may have.

Back Office user accounts were set up for area managers and directors to give them instant, real-time access to their business data via their mobile phone, tablet or laptop.



