PATENT OWNER

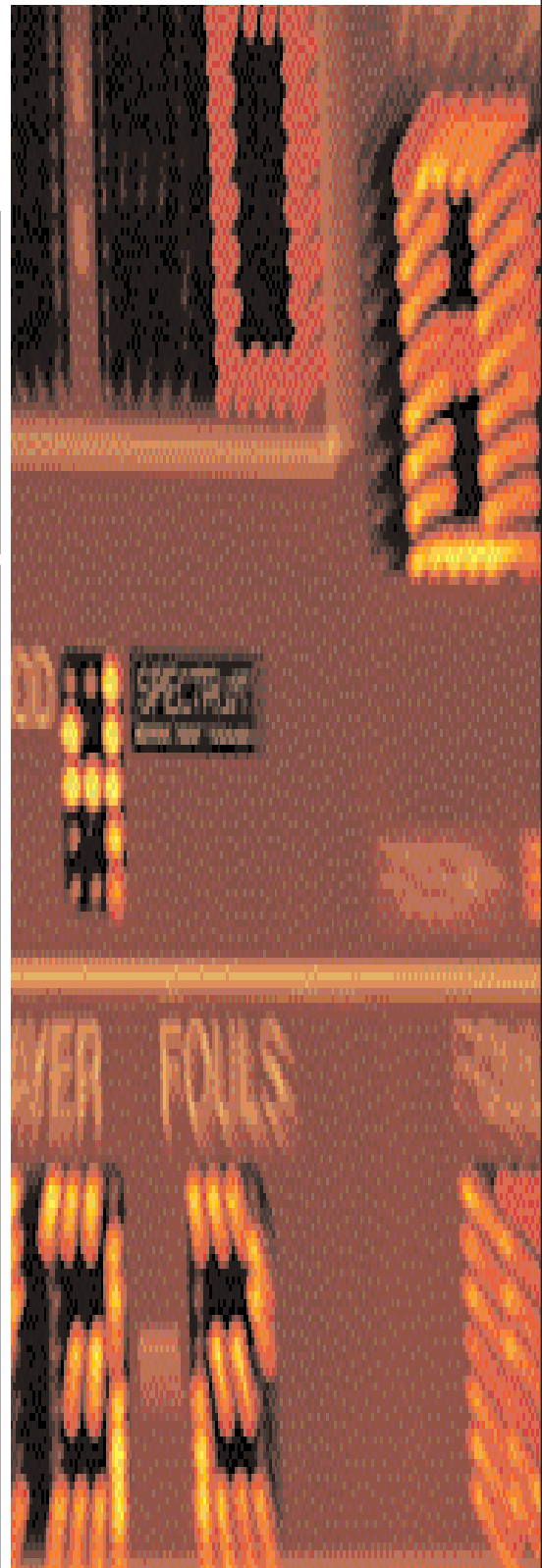EXHIBIT 2026

HOSPITALITY TECHNOLOGY

POS
SCOREBOARD
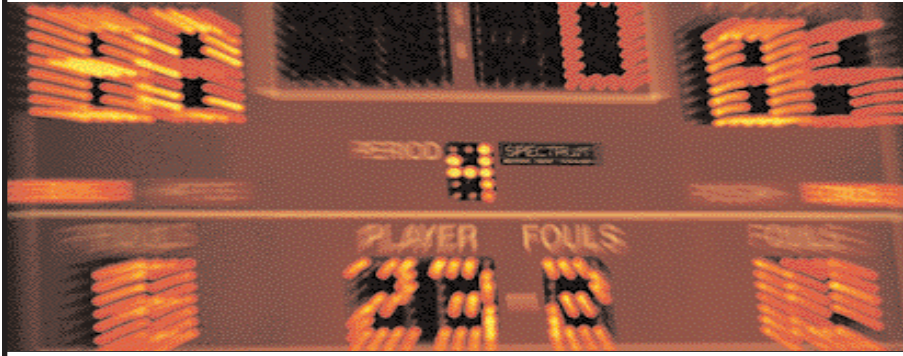
THE TOP 10

Performing POS Companies Based on User Satisfaction and Functionality

Top 10 POS Companies » **Medal Winners** » **Top Rated POS Products** »

Score Keeper's Note

When *Hospitality Technology* magazine first conceived of the POS Scoreboard we knew we had a challenge in front of us. With more than 50 companies selling point-of-sale systems to the foodservice industry, it is both a diverse and at the same time highly competitive industry segment.

Many people told us it couldn't, or shouldn't be done. After all, how do you compare a POS system designed for pizzerias with one used only by hotels? How do you write about global companies with years of experience and new start-ups? Needless to say, we ignored that advice. It wasn't easy to balance all these competing concerns, but in the end we created what we believe is the most accurate, fair and appropriate analysis of foodservice POS technology that exists today.

We at *Hospitality Technology* would like to thank the more than 350 respondents that took the time to evaluate their POS systems. Whether it was a senior vice president information technology at a Fortune 500 company or a restaurant general manager we counted every vote and listened to every comment.

And we hope the technology vendors do too. The results of this study should provide a powerful indicator of which POS companies are hot. All ten of the companies to make the top 10 should be proud. Some excelled in ROI, others in service and support, some had a highly regarded POS solution while others performed well across the board. However it happened, they all made it to an elite list of top POS performers.

The ultimate goal of the POS Scoreboard is to provide a benchmark for judging POS solutions in a crowded field. The challenge for the ten companies in the top ten and all the top performers is to maintain their elite positions. Now the competition really begins.
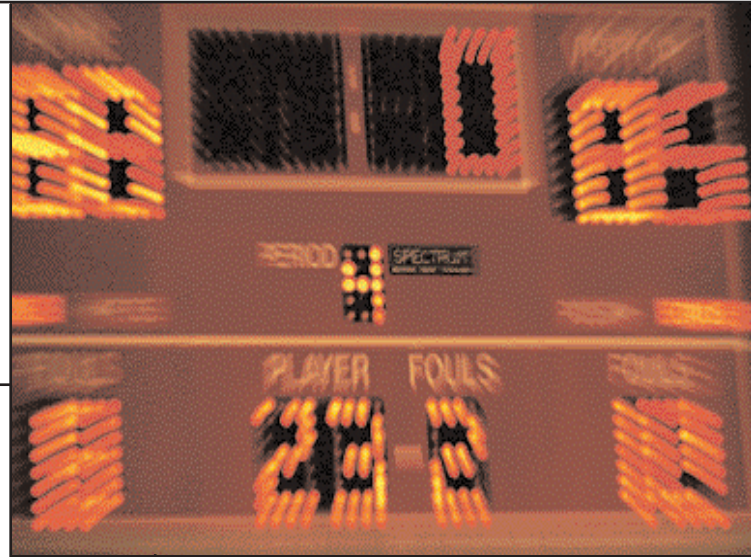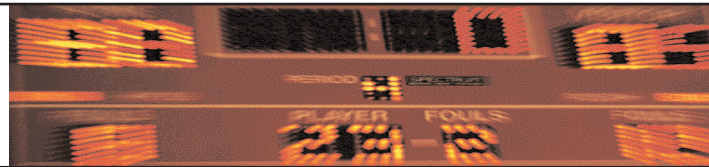
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Hospitality TECHNOLOGY

Top 10

What does it take to have a top rated POS solution? The answer is simple: A broad range of POS functionality that answers the needs of restaurants and foodservice operators and happy users. That's it. The ten companies listed below are focused in a variety of markets, ranging from hotels and casinos to table service restaurants and quick-service restaurants.

The POS Scoreboard was built in much the same way as many RFPs. More than 50 POS companies were identified for the purposes of this study and each company was sent a detailed questionnaire. Foodservice POS vendors were given a list of 42 specific POS functions designed for foodservice operators. Companies could receive a maximum of 40 points in this section for functions like, gift card, drive thru, kitchen display and more. In addition, companies could receive up to 10 points for the

number of foodservice terminals installed (not just sites) worldwide. Another five points were awarded for company revenue (at the request of a number of companies, the installations and revenue data have been kept confidential). Companies could receive a maximum of 55 points in this "objective" part of the study.

The second part of the POS Scoreboard is drawn from a survey of point-of-sale system users. More than 350 users answered nine questions evaluating their POS systems on a scale of 1 to 10 (for more on the questions, see page 7). Each question was worth a maximum of five points, for a total of 45 points.

Taken together the user responses and the company survey offer a balanced view of POS software companies. POS companies could receive a maximum of 100 points. The top ten POS companies all displayed broad functionality to serve the

Company	POS Functionality	Company Total	User Satisfaction	Total Score
1 MICROS Systems	39	54	30.1	84.1
2 Aloha by Radiant Systems	37	52	30.2	82.2
3 Maitre'D by Posera	34	44	36.7	80.7
4 Positouch	36	48	31.5	79.5
5 ParTech	27	42	32.9	74.9
6 Restaurant Managers by ASI	30	38	35.9	73.9
7 Volante Systems	32	37	36.1	73.1
8 InfoGenesis	27	37	32.5	69.5
9 Squirrel Systems	28	40	29.5	69.5
10 PC America	25	33	36.0	69.0

Top 10

foodservice industry and high customer satisfaction. POS companies that had high customer satisfaction, but narrowly targeted solutions, or broad solutions but poor customer satisfaction did not fair as well in the POS Scoreboard.

It should comes as no surprise to anyone in the industry that MICROS Systems, Radiant Systems and Positouch all finished at the top of the Scoreboard. Not only do these companies have a large installation base and high company revenue—factors that certainly helped their scores—but more importantly, they finished in first, second and third place for POS functionality. Having a diverse array of customers to support, Micros, Radiant and Positouch offer the broadest range of point-of-sale functionality in the industry. Bolstered by strong User Satisfaction scores, these three companies exhibited a comprehensive approach to providing technology to the foodservice industry.

The other companies in the POS Scoreboard Top 10 took a different route. Maitre'D by Posera, ParTech, Restaurant Manager by ASI, Volante Systems, InfoGenesis, Squirrel Systems and PC America have all developed more specialized products. Each of these POS solutions still offers a range of POS functionality, but tend to be more focused on specific segments of the industry. The focus of many of these companies is evident in the Industry Breakdown section (p. 11). Not surprisingly these companies received the highest User Satisfaction scores as well.

Top POS Systems

The strength of a point-of-sale company is built upon the power of the systems they sell. Nearly all the POS vendors sell multiple versions of POS software, ranging from high-end solutions to others designed for the budget conscious. While there is no single solution that works for every restaurant or foodservice operation, some systems clearly represent the cream of the crop.

Survey respondents identified and rated 162 distinct POS software solutions. Many of these systems rated

Top POS System Solutions

- **Micros 3700**
- **Radiant Systems Aloha 5.2**
- **Positouch Table Service**

quite well, but only received a few votes. The Micros 3700, Aloha 5.2 by Radiant Systems and Positouch 5.2 POS systems all received at least 10 votes, which is more than enough to make the results statistically significant.

MICROS Systems 3700

Based on the results of the POS Scoreboard Survey, the Micros 3700's strong suit is its overall performance. Only one of the seventeen respondents gave the Micros 3700 POS system a score lower than 8 (it was a 7) for overall performance. In addition, the Micros 3700 rated nearly as well for its return on investment, total cost of ownership and ease of installation.

The respondents represented quick service, fast casual, table service, hotels and casinos, although the bulk of the respondents were table-service restaurants. The flexibility of the Micros 3700 is also evident in the eleven 10s the system received in the voting, with at least one for each criteria.

Aloha by Radiant Systems Version 5.2

The second most popular system in the POS Scoreboard is the Aloha 5.2 POS by Radiant Systems. Of course, is you go to the Aloha website, you will be hard pressed to find Aloha 5.2 anywhere. So what is the solution the respondents like so much? Aloha TableService, which received high marks for its ease of installation, low total cost of ownership and strong return on investment. Although called a TableService solution, one-third of the respondents were quick-service restaurants.

Positouch Table Service

All but four of the respondents evaluating Positouch use Positouch Table Service solution version 5.2. The system received the highest rating of the three systems for Return on Investment, but also scored well for overall performance and ease of upgrade. In fact Positouch Table Service received an impressive 14 scores of 10 and two for sales and support. ■

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