EDGEPoS®

By Retailers, For Retailers

Powered by:

HENDERSON TECHNOLOGY

EDGEPoS is an Award Winning global EPOS Software System, designed By Retailers, For Retailers

Developed for the convenience and fuel forecourt market by Henderson Technology, EDGEPoS is one of the only worldwide EPOS systems that has been designed by retailers, for Retailers. Offering a fully scalable, real-time solution supporting businesses from one to one hundred lanes.

Henderson Technology realises that retail is a rapidly changing business and recognises the impact of new technology. We provide forward-thinking solutions for Retailers, enabling their business to maintain its competitive edge and ultimately boost profitability.

EDGEPoS covers the three main areas of running your Retail business; Operational Efficiency, Security and Business Development.

Henderson Technology is one of the largest EPOS supplier in UK with over 600 sites using their systems, a number that continues to grow weekly with new EDGEPoS partners and customers joining across the United Kingdom and Australia.

About Us

Background

Henderson Group in Northern Ireland consists of six companies; each operating under the Henderson name; Henderson Retail, Henderson Wholesale, Henderson Foodservice, Henderson Print and their IT Software company, Henderson Technology.

In 2010, after limits put on them by other EPOS providers, Henderson Group made the decision to develop their own EPOS system. EDGEPoS was born and piloted in 2011. Since then, constant development has made EDGEPoS one of the most powerful yet easy to use systems available anywhere in the world.

What makes us Different?

Uniquely, Henderson Group is one of the only companies worldwide selling an EPOS system that actually uses it in its own business. This gives Hendersons a perspective that few software companies can, and the constant drive to keep their stores ahead of the competition ensures EDGEPoS continues to evolve and retailers continue to benefit.

More Recently

In 2017, EDGEPoS was put to market in Mainland UK and Australia and there are now over 600 Retailers using EDGEPoS worldwide.

In recent years, Henderson Technology has been recognised as one of the leading innovators within the EPOS market. With continuous developments and innovative integrations and partnerships, EDGEPoS is now one of the most powerful and feature-rich systems globally.

We have a dedicated research and development team, but with our sister company operating an estate of convenience and forecourt store, and developments come from Retailer feedback, our approach can be simply summed up:

'By Retailers, For Retailers'

Products

EDGEPoS
RETAIL

EDGEPoS Retail is an EPOS Software solution supporting businesses from one to fifty lanes. The system delivers across all of your business needs, whilst carefully addressing the key areas of security, operational efficiency and business development within your store.

EDGEPoS Retail Till Features

The EDGEPoS system is uniquely flexible, catering for both company-owned and independent retailers; who each take their own approach. For Henderson Retail's company-owned SPAR and EUROSPAR stores, the company required a system that would drive the business forward in terms of promotional activity, but also provide clear, data-driven insights.

Given the mix of company-owned and independent stores, it is crucial that the system be configurable for both types of operations. This means it can provide tighter controls for a larger chain of stores to manage their activities centrally but also paints a broader picture of what is happening across the network while permitting independent retailers to drive their own business.

Security

- Payment Options
- Safe drops
- check Advanced Age Check
- Audit Trails
- Authorisation
- Authorising fuel
- Contactless payments

- Drive off prevention
- Fuel fraud prevention
- Live system
- PayPoint Integration
- Transactions
- Wholesaler Link
- Integration

Operational Efficiency

Automatic end of day reports

Report Scheduler

Fuel Cards Integration

Multi-Currency payments

Receipt resolution

Self-populating PLUs

Supplier database

Business Development

- Customer accounts
- Customer loyalty scheme
- Deals & Promotions

- Instore Coupons
- Multi buys
- Upselling Messages

EDGE PoS®
HEAD OFFICE

EDGEPoS Head Office can help to reduce administration overheads and staff time by controlling areas such as; pricing, product maintenance and offers, across all sites from one central location. Multi-site operations require enhanced control and reporting to enable retailers to be proactive in decision making, aiding store success.

EDGEPoS Head Office Features

EDGEPoS Head Office sends and receives the data from all of your local back-office systems to draw out a universal view of your entire operation. The data is then centralised in one single head office system location, allowing you to compare reports, trends and run your businesses smarter.

Multi-site operations require enhanced control and reporting to ensure that when you are off site you have your finger on the pulse of the business, as much as when you are walking the store.

EDGEPoS Head Office provides real time sales reporting across all of your outlets so that performance can be tracked from one location. Administration overheads are reduced as all pricing, product maintenance and special offer setup is completed once for all sites.

Centralised Management

- Create single administration customer accounts
- Deals & promotions with multisite instore coupons
- Allows for stock transfers between stores
- Monitor performance levels of stores
- Effective stock management
- Credit accounts across multiple stores
- Comparative reports

EDGEPoS

SELF-CHECKOUT

The Self-Checkout is simply bolted onto one or more of your existing EDGEPoS tills and requires no additional counter space.

The EDGEPoS Self-Checkout differs from other products on the market. It gives retailers more choice to utilise space and staff throughout the store, enhancing the customer shopping experience.

The EDGEPoS Self-Checkout are much smaller and more streamlined than other conventional products on the market. They are designed to speed up the transaction process, allowing retailers to utilise space on the shop floor and ultimately provide customers with more options and a better customer experience.

EDGEPoS Self-Checkout Features

While Self-Checkouts have become commonplace in the grocery market, they are still considered a niche feature in convenience stores, purely because of their higher cost.

This motivated Henderson Technology to return to the drawing board and try to come up with an effective solution. The in-house development team at Henderson Technology successfully designed a completely new approach to self-checkout technology, reducing the cost which has allowed convenience retailers to compete in this space.

In September 2018, we launched our low-cost self-checkout solution which bolts on to existing EDGEPoS tills and requires no additional floor space, which is at a premium in all stores.

Benefits

- ✔ Beat the queues
- ✔ No additional counter or floor space required
- ✔ Reduce overhead costs
- ✔ Satisfy customer demands
- ✔ Increase store productivity

EDGE PoS®
APP KIT

Being experts in retail and wholesale, Henderson Technology understands the rapid pace that retail is evolving and therefore is continuously researching the market to safeguard the systems' competitive EDGE. Third party integrations are being launched in 2019 and beyond.

EDGEPoS App Kit Details and Features

Henderson Technology have partnerships with various third party companies, whose products bolt on to the EDGEPoS Retail and Self-Checkout offerings. These companies are experts in their fields and many of the innovational integrations have won awards for their products. All fully integrated with your EDGEPoS till and back office.

Gander

- Markdown or yellow-sticker items as you usually would: Gander and EDGEPoS take care of all the back-end to make it visible in the app

- The retailers' reductions are pushed to the Gander app in real-time. As items are sold the amount of items left is updated on the App, al in real-time

- Up to 100 times more views of reduced produce means more customers rush to a retailers' store to buy products. Quicker sales and increased footfall

- More reduced items sold & sold on earlier markdowns – boosting revenues & reducing waste

- Footfall is boosted through motivated customers coming to your stores to purchase reductions, buying some incidental full priced items in the process

- Far less edible food goes to waste, addressing a retailer's corporate social responsibility and helping them achieve important targets internally & externally

appetite

- Enable your customers to preorder and prepay via their smartphone

- Collect in store or Workplace Delivery

- Corporate ordering facility

- Grow revenues

- Grow existing sales and acquire new customers

- Increase customer loyalty

- Revnues paid directly to your bank account

- Admin dashboard and content management

- Introduce Drive Thru service to your store

Scan, Pay and Go

- Reduce overhead

- Increase basket size

- Loyalty uptake to 100%

- Personalised offers

- Collect behavioural data

- Future-proof your store

- View shopping history

- Works with existing hardware

- Integrates with loyalty schemes

- Simple in-app payment function

EDGEPoS®
ESELs

Our electronic shelf label (ESL) system is a tool used by retailers to display specific product pricing on shelves. Electronic display modules are fixed to the front edge of the retail shelving.

Our automated ESL system reduces time and cost for pricing management, improves pricing accuracy and allows dynamic pricing. Dynamic or demand pricing is a concept by which retailers can modify pricing for a myriad of reasons, such as: to match demand, because of online competition, stock levels, shelf life of items or to create promotions.

EDGEPoS ESELs Features

Electronic shelf labels (ESLs) are gaining popularity as a means of displaying and managing product pricing and information. One of the many added benefits of ESLs is the ability for shop managers and staff to use the technology behind them to help manage and control stock levels.

Electronic Shelf Labels (ESL) ensure that your stores offer a retail experience that is more engaging, rewarding, personalised and profitable. With ESL you have the ability to change price and promotion information on any label, any shelf and any store in a matter of seconds, ensuring that offers are current and relevant.

Accurate Pricing

- ✔ Accurate pricing
- ✔ Shelf edge influence
- ✔ Enhance your shopper experience
- ✔ Increase margin instantly
- ✔ Utilise assistant hours in different areas of the store
- ✔ Reduce wrong pricing customer complaints dramatically
- ✔ Instant promotion changeovers and price changes
- ✔ Payback is quick

Fuel Integration

Fuel integration is an immediate benefit when installing the EDGEPoS system, with over 90% of EDGEPoS customers opting to integrate. Fuel integration allows retailers to accept a wide range of fuel cards, reduce fraudulent activity with such things as; prepay, and provide additional services such as outside payment terminals (OPT).

Fuel Cards

EDGEPoS facilitates a wide range of fuel payment cards including; BP, Texaco, All Star, Jet Card, Keyfuels, Diesel Direct and much more.

Fuel Bunkering

EDGEPoS offers the ability for fuel bunkering. Fuel bunkering sales can be excluded from reports to provide for more accurate stock counting, with separate reports offering a breakdown of bunkered fuel.

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If anybody out there is running a Fuel site, EDGEPoS in the way to go. EDGEPoS is the easiest system that we have used for changing fuel prices. It's the reliability of EDGEPoS that makes it unique. With our old system, if one till crashed - all the tills crashed. This meant that the queues were out the door waiting on the system to reboot. That has never happened since we installed EDGEPoS

"

**Andrew Porter
Creightons of Finaghy, Balmoral and
Black's Road, Belfast**

Partners

MAXOL — At the heart of it

Unitas WHOLESALE

SGF — Scottish Grocers' Federation

fuelcom Ltd — PETROLEUM EQUIPMENT SALES AND SERVICE

Progress®

ASSOCIATE MEMBERS — PETROL RETAILERS ASSOCIATION

Petroassist

PA DataPA

PARTNER — CARE . TRUST . RESPONSIBILITY

METTLER TOLEDO

Vodat INTERNATIONAL LTD. — communicating excellence

azpiral®

PayPoint

sage

TOKHEIM QUALITY

bp

BLUDOT

MarketHub

LIMITLESS INSIGHT

ACS — the voice of local shops

ADC — Keeping Fresh Profitable

envisage — joined up thinking

SURVSECltd — Surveillance Security

TEXACO®

Gander

worldpay

EDGE Petrol

SOLUM — Solution provider.

Companion Software

Ubamarket® — shop smarter.

vista — retail support

Meet the Team

Darren Nickels

Retail Technology Operations Director

Darren has been with The Henderson Group since 1998 and has over 25 years experience in retail IT. Darren has enjoyed various roles with the company including technical support, support manager, and operations manager. Now in charge of the day-to-day running of Henderson Technology, Darren has responsibility for all operations, including multi-million-pound budgetary control and strategic development of our commercial offering into new and existing markets. It's a fantastic role and a privilege to hold it, and something that makes him proud every day. When he has spare time he enjoys spending it with his wife and children on the North Coast.

darren@henderson.technology

Steven Green

Installation Manager

Steven has been with The Henderson Group since September 1998. Steven started his career with the Group as a Scanning Co-Ordinator and progressed through to Team Leader, and now Steven has been the Installation Manager for over 10 years. Steven is responsible for all EDGEPoS installations within the UK. In his spare time, Steven is a keen Rugby supporter and enjoys spending time with his family.

steven@henderson.technology

Craig Roberts

Software Development Manager

Craig has been with The Henderson Group since 2005 and has been with Henderson Technology since its creation in 2011. Craig has a BSc (Hons) in Computer Science from Queen's University, Belfast and a MSc in Informatics from the University of Ulster. Craig leads the team that develops Henderson Technology's award-winning EPOS system, EDGEPoS. Craig enjoys spending time with his family and reading the odd novel when he gets the time.

craig@henderson.technology

Simon Spence

International Technical Account Manager

Simon has been employed by The Henderson Group since 2006. He has a BSc (Hons) Degree in Computer Science. Simon was part of the technical support team for 11 years before moving to a role in Technical Pre-Sales. In his spare time, Simon enjoys immersing himself in the latest gizmos/gadgets, photography, running and spending time with his family.

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Kristine Moore

Retail Technology Channel Manager

Kristine has been with Henderson Technology since 2015 and is responsible for all international EDGEPoS sales. She has over 15 years in sales management, including launching new brands and products both in NI and GB Mainland. Kristine manages the EDGEPoS Resellers globally and manages the marketing and PR for Henderson Technology. She enjoys spending time with her family and also getting away on holidays with them throughout the year.

kristine@henderson.technology

Gillian Kelly

Customer Relations Manager

Gillian has been with Henderson Technology since 2015. She has a First Class Honours Business Degree and MBA with distinction from Ulster University. Gillian has over 18 years previous retail management experience. Gillian is the escalation point for customer relations experiences, negative and positive. The IT training team and the NI sales BDM report directly into Gillian and she is the HRL point of contact. Gillian is a gym addict, and can often be found doing a vast array of classes such as: Bodycombat, BodyPump, Spin, Body attack and GRIT. She also enjoys spending leisurely time with her husband and son.

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John Barclay

Company Accountant

John has been employed by The Henderson Group since 2011, and with Technology since 2014. He has a BSc (Hons) Business studies 2.1 and qualified as an accountant in 2015 through the Chartered Institute of Management Accountants, supported throughout by the Henderson Group. John is responsible for the accounts and admin teams. He enjoys spending time with his wife and two young children and keeping fit when he has the time.

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Barry Lavery

Support Manager

Barry has been employed by The Henderson Group since 2005, and by Technology since its inception in 2011. Barry has been the Helpdesk Manager since 2013. He manages the software and hardware support teams, who look after the EDGEPoS estate and infrastructure. Barry has a total of 20 years of IT support and management experience. When not immersed in all things Technology, Barry is a spin bike addict, but always finds time to enjoy walks with his wife and spending time with his children.

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Get in Touch

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