

 **Imperial College Union Board of Trustees**

**30 October 2019**

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| **AGENDA ITEM NO.** | Item 10 (Addendum to Finance and Risk Minutes) |
| **TITLE** | EPOS Update |
| **AUTHOR** | Malcolm Martin  |
| **EXECUTIVE SUMMARY** | The paper provides a brief update to the conversation held at Finance and Risk Committee last Wednesday. Investment is being made (£500 p/m + hardware repairs) to maintain the EPOS system, however there is a growing level of disquiet about its suitability and effectiveness in our environment. The absence of a Systems Manager has impeded our ability to put significant and consistent pressure on our supplier. With the successful recruitment of a new Systems Manager, additional focus will be given and a full review will be commissioned.  |
| **PURPOSE** | To ensure the Union is safe guarding its resources.  |
| **DECISION/ACTION REQUIRED** | For information  |

Introduction

This paper provides a very brief note to Board about the current state of the investment. While it does not seek to provide a full assessment at this stage, it is signalling that despite managements best efforts of trying to work with Orbis Tech, we are not getting the full value of our investment.

An investment of £70,000 was made in a new Electronic Point of Sales (EPOS) system supplied by Orbis Tech in February 2017. The closing value in our accounts at as 31 July was £37,313 after charging depreciation. The EPOS hardware and software processes the hospitality trade in all the Union bars and catering outlines apart from H Bar. The same EPOS system is used in both our Retail shops.

The initial investment was much needed, and a positive impact was experienced in the early phases. However over two and a half years later the Union has not received the full benefit of the investment.

Current State

We are currently experiencing hardware failure challenges. 5 tills were in need of repair at one stage in the last few weeks. Successful professional repairs were undertaken on 3 tills in time for graduation.

There is a degree of unreliability on busy nights causing delays in closing purchase transactions. Several attempts have been made with Orbis Tech to resolve this. Some progress has been made however the problem still exists.

There are many other challenges across both hospitality and Retail and having one system serve both environments is not working as the needs of both widely differ.

Next Steps

The successful recruitment of a new systems Manager due to start early in February will give the opportunity for a comprehensive review with consideration given to the procurement of an alternative system as the current performance is having an adverse impact on frontline customer service delivery impacting our members’ experience.

An update will be taken to the 18 March Finance and Risk Committee.

We will continue to press Orbis Tech for an improvement in service.