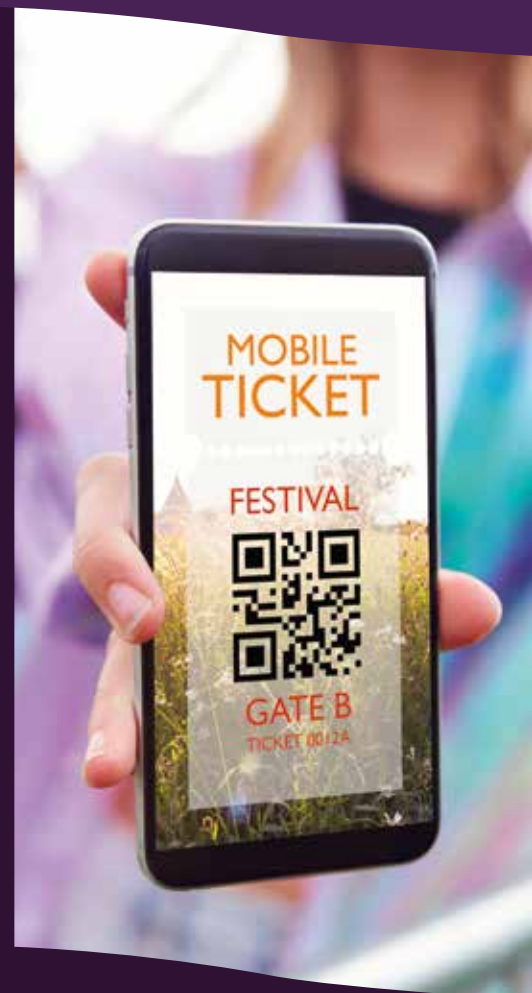




Your Complete Solution for
Hardware & Software



Saving you time. Making you money.

Hardware journey

We started back in 1982 with a retail management system aimed at the small independent multi-branch retailer. Having developed the software, we obviously needed a hardware platform to put it on. In 1983 along came the IBM-PC 'XT', which seemed the ideal machine to run our software on. Wrong! It was very limited in power and capacity and was far too slow for our purposes.

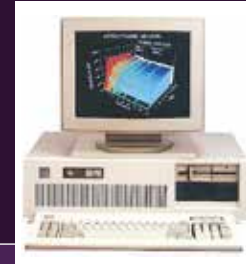


BM-PC
'XT'

BM-PC
'AT'

It was clear that we needed something better and, shortly afterwards, along came the IBM-PC 'AT', a much more powerful and faster system. It also offered us a colour display, which made product selection screens much easier to create.

The biggest negative with using this product as a retail terminal was its sheer size. We needed something much more compact and adaptable for this market sector. Looking around there didn't seem to be anything really suitable, so we decided to design and build our own terminal...



- the concept of 'Super-Serve' was born. This product was launched in 1991.

The 'Super-Serve' lasted for a few years until another requirement became a real issue. We had obtained a contract in Saudi Arabia to supply systems to the Big Boy burger chain. This was a chain of drive-through restaurants which required a simple terminal to allow the quick and accurate selection of products.



'SUPER-SERVE'

We needed a different solution for this market and this is when 'Super-Touch' was conceived. The product was launched at Retail Solutions in 1995.

This was the obvious solution for Big Boy and we were of the opinion that this would be the product of the future for the whole retail sector. Unfortunately this wasn't the case, as the UK market wasn't yet ready for such innovation so it failed to get any market share. Clearly the concept was right, as has been proved since, but the timing was wrong!

Since that date, touch screen terminals have become the bedrock of the retail sector and are now used extensively throughout all types of retail outlets.



'SUPER-TOUCH'

In 2020 we all had time on our hands and we decided to look again at the touch screen terminals on offer. After some research we found a manufacturer in China who could deliver what we were seeking and, once again, 'Super-Touch' is alive. Available from stock in either 15" or 17" wide-screen options, we're sure it will meet your needs.



Super-Touch:



- 15" or 17" touchscreen display
- Intel Core i3, i5 or i7 Processor
- 8GB RAM
- 256GB SDD
- 4 (+2 Aux) USB 2.0
- 2 x RS232
- VGA
- HDMI
- Ethernet LAN
- Mic & Audio
- Wi-Fi 802.11 (optional)
- Available in Black or White with Blue or Orange trim
- Windows 10 'Pro' Operating System



Wedge:



- 11.6" touchscreen display
- Intel Celeron J2255 @ 2.00GHZ
- 4GB RAM
- 64GB SSD
- 3 x RS232
- 1 x RS485
- 2 x USB 3.0
- 2 x USB 2.0
- HDMI
- Ethernet LAN
- MicroSD
- Audio
- WI-Fi 802.11
- Bluetooth
- Windows 10 'Pro' Operating System



Hawk:



- 10.1" touchscreen display
- Intel Celeron Processor
- 4GB RAM
- 128GB SSD
- Front Facing Camera 2.0MP
- Rear Facing Camera 5.0MP
- USB 3.0 (Micro USB)
- Micro SD
- HDMI (Micro HD-MI)
- Internal Speaker
- Headphone Jack
- Wi-Fi 802.11
- Bluetooth
- Detachable keyboard
- Hand strap
- Windows 10 'Pro' Operating System

Sparrow:



- 8" touchscreen display
- Intel Celeron Processor
- 2GB RAM
- 64GB SSD
- Front Facing Camera 2.0MP
- Rear Facing Camera 2.0MP
- Micro SD
- USB 3.0 (Micro USB)
- HDMI (Micro HD-MI)
- Headphone Jack
- Wi-Fi 802.11
- Bluetooth
- Hand strap
- Windows 10 'Home' Operating System

Mini PC:



- Intel Core i3 Processor @1.7GHz
- 8GB RAM
- 256GB SDD
- 6 x USB 2.0
- 2 x Ethernet LAN
- USB Type C
- 4 x RS232
- 2 x HDMI
- VGA
- Mic & Audio
- Wi-Fi 802.11
- Windows 10 'Pro' Operating System



Barcode Scanners:



XL-3610 1D/2D with USB Interface & Stand



XL-9610 1D/2D with Bluetooth Interface & Stand



XL-2302 1D/2D with USB interface (Free Standing)

Paging System:



For food ordering or any type of activity where 'Customer Calling' is required.

Up to 1Km range - in free air

From 10 to 99 terminals

Sound and Vision - suitable for all types of customers

Receipt:



80mm Thermal
300mm/s
Auto Cutter
Interfaces:
• USB
• Ethernet
• Bluetooth
• Serial
RG11 Cash Drawer output

Label:



100mm Thermal
152mm/s
Label/Ticket/ Wristband
Interfaces:
• USB
• Bluetooth
• Ethernet

Mobile:



48mm Thermal
101mm/s
50mm Roll
Interfaces:
• USB
• Bluetooth

Kiosks:



- Unattended sales in any location
- Buy tickets or redeem pre-bought tickets
- 24/7 operation
- Use for any product and services
- Wall mounted or free standing

Barriers:



- Unmanned entry
- Scan phones, tablets or pre-printed tickets
- Automatic ticket validation
- Disabled and able bodied access with a single unit
- Various colours and styles available



Software journey

Software development started in 1981 when we decided to provide a Retail Management System for the smaller independent retailer; similar to those in use at the likes of Sainsburys, Morrisons and Hillards (pre Tesco). Scanning systems were in their infancy, so we developed systems that could utilise this technology allowing smaller retailers the luxury of managing their stock control from a computer rather than the old methods of manual Cardex systems. By linking in EPOS terminals it was also possible for them to get accurate, up to date sales and profitability information too.

This development revolutionised the retail sector and it wasn't long before retailers of all types and sizes were installing this new technology.

Using that experience, in 1995 we moved into venue management by adding the ability to sell tickets on the same platform. Having a fully integrated solution means that any venue can manage all their operational requirements from a central point.

Ticketing:



Fully integrated ticketing module allowing for the sales of tickets in any environment from Smartphones to Box Office. Linked directly into the main system this ensures that all bookings are managed effectively and accurately.

- Box Office, Tele Sales or Online
- Electronic, Paper, Card or Wristbands
- Singles, Families, Groups, Seated, etc.

Bookings:



This module allows for any type of booking from a ticket to a squash court. The seated arenas option also allows for the booking of anything from a seat in a restaurant to a season ticket in a sports stadium.

- Educational Groups
- Courses & Seminars
- Room Hire

Retail:



Fully integrated retail module allowing the sale of any type of product in any pack size or quantity. Everything is catered for from weighed goods to clothing, whatever you sell Merlin will cover it.

- Shop, Café, Bar & Restaurant
- E-Commerce
- Integrated 'Real-Time' Stock Control

CRM:



It's vitally important to understand your success, your market and your customers. With integrated CRM it is easy to track and trace your customers with everything from a single visit to their buying habits.

- Integrated Sales Ledger (full transactional analysis)
- Multiple Accounts
- Memberships

Suppliers:



Any business relies heavily on the ability and performance of its suppliers. Our Purchase Ledger allows you to track all orders, deliveries and transactions, ensuring that you have all the necessary information at your fingertips.

- Integrated Purchase Ledger (full transactional analysis)
- Direct payment processing
- Automatic re-ordering

Access Control:



Costs are a vital component of any business, so any way in which these can be reduced is welcome. Towards that end we have an access control module, which when linked to barriers allows unmanned entry.

- Gates, Barriers, Turnstiles & Kiosks
- Bar-Code or RFID validation
- Totally unmanned visitor entry

Arenas, Tours & Concerts:



Flexibility is the keyword here and the ability to take bookings and sell tickets on any platform is vital. The seated arenas module ensures that you have total control of all sales from A to Z.

- Individual Seat Reservations
- Season Tickets
- Special occasions

Heritage Properties:



Controlling visitors is a key component of any venue but in this instance Gift Aid is also necessary. Having introduced Gift Aid into this sector in 2002 we have the expertise to ensure you are fully covered.

- Automatic Gift Aid calculation
- In person or customer not present
- Direct links to HMRC

Your fully integrated total solution



Need any advice or fancy a chat?

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