



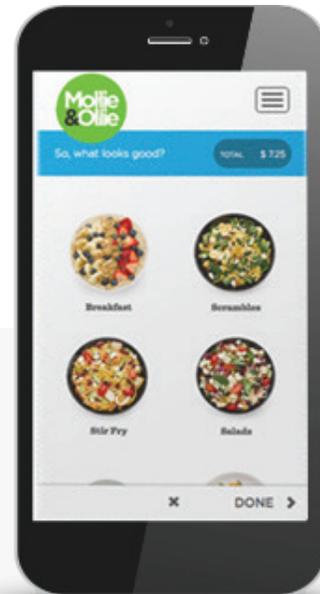
Encounter™ Mobile

Optimizing Off-Premise Self-Order Experiences

SICOM Encounter™ Mobile

In today's on-the-go world, guests expect access to outstanding ordering experiences at all times. For today's restaurants, the key to success is providing guests on-demand access while ensuring a consistent and frictionless experience across every digital channel.

SICOM Encounter™ Mobile brings outstanding guest experiences to off-premise mobile ordering, empowering guests to intuitively order items wherever they are, whenever they'd like.



The Value



Accelerate Speed of Service.

Meet guests where they are by empowering them to order on-the-go, minimizing wait times and accelerating speed of service.



Deliver on Cross-Channel Engagement.

Serve up the same great experience regardless of channel through a fully responsive design that delivers on cross-channel consistency.



Intelligent Order Prioritization.

Integrate with your middle of house solutions to serve guests based on when they will arrive, so their orders are fresh and ready the moment they are.



Improve Menu Flexibility.

Dynamically control and deploy menu updates across all of your locations through SICOM Menu Maintenance—regardless of channel, place, and time.



Complete Continuity and Control.

Achieve complete continuity and control across all of your crew and customer-facing channels with Encounter™ Omni-Channel Point of Sale.

A Platform for Every Guest Preference

At SICOM, we know that a self-order solution isn't one size fits all. That's why we adapt our fully responsive user interface to a myriad of diverse hardware footprints. From mobile ordering to self-order kiosk, portable tablet and more, our omni-channel options make it easy for you to configure a solution that is perfectly suited to your restaurant environment.

Open API for Flexible Integrations

SICOM Encounter™ Mobile's open API works with all of the peripherals inside your restaurant, enabling you to quickly embrace new technologies that improve your guest experience.



SICOM Encounter™
Omni-Channel Point of Sale

We deliver SICOM Encounter™ via several high-impact channels, empowering your restaurant to adapt to demand patterns in real time and achieve market-dominating speed.

SICOM Encounter™ | Point of Sale

SICOM Encounter™ | Kiosk

SICOM Encounter™ | Drive-Thru

SICOM Encounter™ | Tablet

SICOM Encounter™ | Mobile



Mobile Features

- **Intuitive, branded user interface** that enables easy, on-the-go ordering.
- **Intelligent Upsell™** and contextual LTO promotions.
- **Responsive Design** that eliminates the need for separate applications for iOS and Android.
- **Hybrid-cloud structure** for maximum security and PCI compliance.
- **Dynamic menu maintenance** across channels via SICOM Navigator.
- **Real-time KPI tracking** and cross-location performance reporting.
- **Responsive, around-the-clock support** from **SICOMSERV**.

SICOMSERV™

Responsive Services & Support

SICOMSERV delivers the responsive services and support you need to maximize performance and return on your technology investments.

- **Help desk support center** with 250+ technicians available around-the-clock.
- **Five convenient channels** to access responsive, high-quality support.
- **Remote diagnostics** and troubleshooting.
- **24x7x365 support** with live phone response in less than 50 seconds, on average.
- **Depot level repair**, with replacement hardware during repairs.

SICOM
EXPERIENCE
MATTERS

At SICOM, we're using our industry experience, market-leading agility, and strategic partnership to shape a new kind of restaurant experience. Tap into the power of our vision today.

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