lolly.

Be the best in hospitality

Serving your customers now
and in the future...

Lolly's Vision.

Advancements in technology, including AI and robotics, go hand-in-hand with the evolving generational needs of customers. Businesses must adapt, with an eye to the future in order to satisfy those needs, whilst also becoming more efficient and sustainable.

Lolly's integrated digital solution allows us to support companies at any stage of growth, from start-ups through to £50m contract caterers, to do just that.

Serving 1000+ clients in hospitality including corporate caterers, further education, events and stadia.

Restaurant and Bartech Live
Product of the year winner 2022

BRITISH SMALL BUSINESS AWARDS

Our technology team continuously work with businesses and end consumers to create ground-breaking new solutions to meet their needs. Shifts in how each generation interacts with technology requires innovation, to support the desire for greater choice on how to order and pay, dynamic menus, nutritional value, and sustainability information. And for businesses better stock management and insights to optimise menu options and staffing levels

Peter Moore CEO of Lolly

What makes us unique.

As a software specialist, Lolly is the only UK-based EPoS, payments and self-service provider that can truly scale from a single standalone offline till to a fully connected network of tills.

Furthermore, all our solutions integrate seamlessly, are supported by real-time reporting, and powered by an Azure cloud based system.

Our software is intuitive, flexible and aimed at future-proofing your business, as well as supporting your growth

A comprehensive range of software & hardware.

- EPOS & Payments
- Kitchen Management
- Mobile App
- Bitcoin Crypto Payments
- Robot Waiters
- AI Checkouts
- Facial Recognition & Age Verification
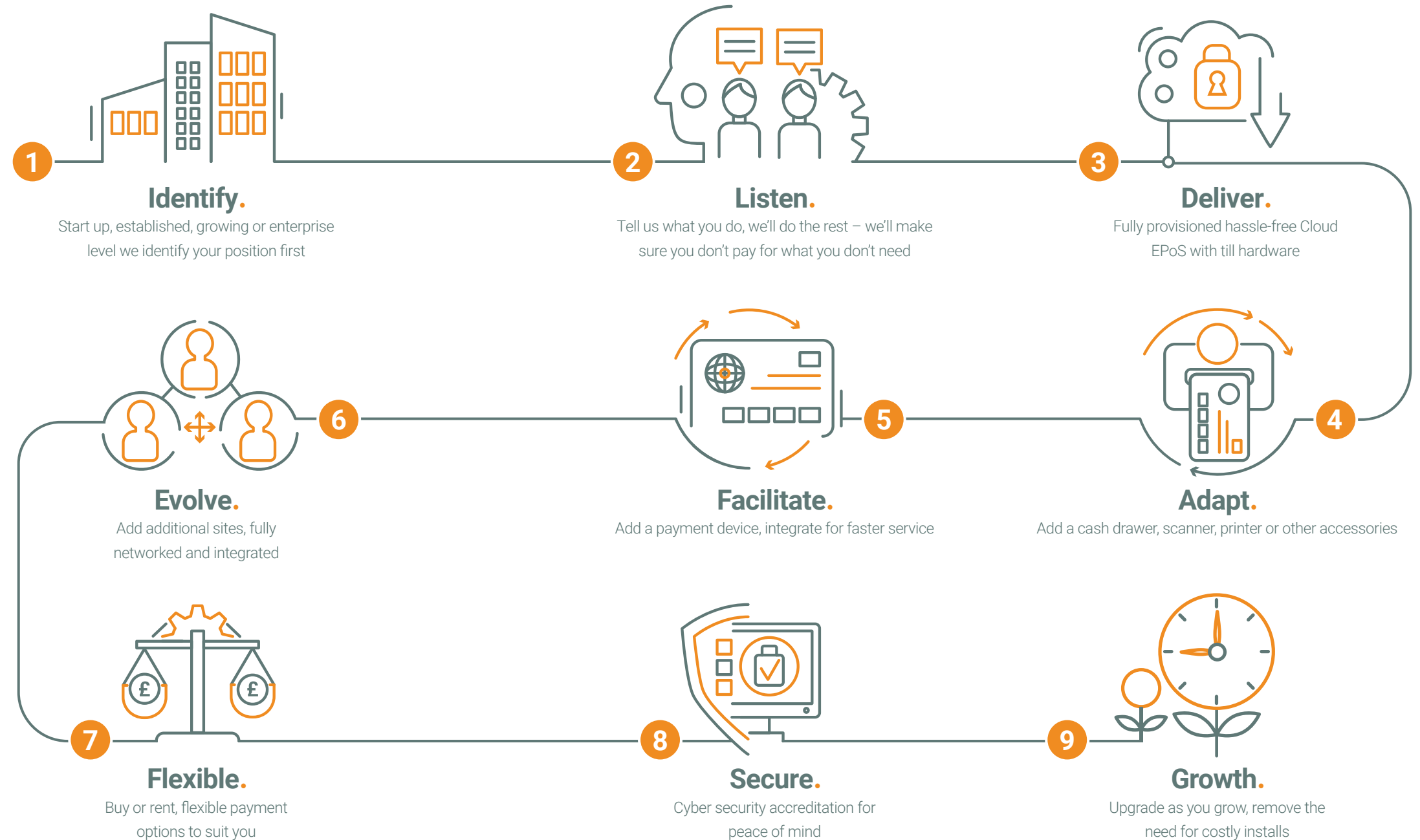- Hot / Cold Food Lockers

With a full-service swap-out guarantee and excellent technical support - only a call away

How Lolly understands your needs.

We always have an eye to the future to ensure our services today are futureproofed and we never stop innovating to meet your business and customer's needs.

Every business is different. That's why we spend time getting to know our customers' businesses and challenges.

Using our unique generational customer profiling approach.

1 Identify.
Start up, established, growing or enterprise level we identify your position first

2 Listen.
Tell us what you do, we'll do the rest – we'll make sure you don't pay for what you don't need

3 Deliver.
Fully provisioned hassle-free Cloud EPoS with till hardware

4 Adapt.
Add a cash drawer, scanner, printer or other accessories

5 Facilitate.
Add a payment device, integrate for faster service

6 Evolve.
Add additional sites, fully networked and integrated

7 Flexible.
Buy or rent, flexible payment options to suit you

8 Secure.
Cyber security accreditation for peace of mind

9 Growth.
Upgrade as you grow, remove the need for costly installs

Taking you on a digital journey.

Peter Moore, CEO of Lolly, comments:

"We offer a complete intergrated digital solution for hospitality and corporate catering - serving your customers now and for the future.

Our end-to-end, cloud-based solutions make the point of sale efficient, personalised, affordable and dependable, every time, anywhere. From payments to EPoS, self-serve kiosks (with AI capabilities), loyalty, pre-order applications and Lolly Robots. All of our solutions are integrated in real-time to a powerful back-of-house management system, providing smart data applications.

We take care of the technology so you have the time and tools to run your business."

Point of Sale & Payment Integration

Lolly Vend
- Connected to customer account
- Automated sales data consolidated online
- Cashless payments (offline)

Mobile App
- In Venue Ordering, Delivery, Pick-up
- Feedback
- Loyalty & Payments

Kitchen Management
- Touchscreen capabilities
- Real-time info on orders
- KPIs: Average order time...

Lolly Robots
- Automated Waiter
- Integrated

Digital Signage
- Real-time monitoring
- Scheduling menu display
- Marketing campaigns

Self-Serve Solutions
- Order & Collect
- AI Checkout

Pre-Order Pods

lolly.

BUSINESS ANALYTICS

Lolly PoS.
Empowering you and your customers

With their high speed processors the Lolly range of touchscreen PoS devices means you can transact quickly and efficiently, perfect for a busy fast-serve hospitality environment.

With screens ranging from 10.1" to 15.6" our 10 point capacitive touch screens are intuitive and quick to use.

The screens are great for low lit environments like bars and clubs, and are splash and dust protected, to survive those accidental spills. With various mounting options from pole mounts to vesa mounts, you will have no problems fitting our units into the most testing locations.

All of our PoS units can be fully integrated with our range of card terminals making transactions seamless and fast.

LOLLYSLATE**.**

LOLLYFLOW**.**

LOLLYPRO**.**

Android PoS.

Our intuitive PoS system has now been developed for Android allowing for a more cost effective and scalable solution from mobiles, tablets to a full PoS solution.

This is perfect for everything from small coffee bars to multiple device events, available on the new Lolly Falcon

LOLLYFALCON**.**

Self-serve.
Empowering you and your customers

In today's fast-paced hospitality environment, self-serve has become a vital solution to reduce queues, increase footfall, improve staff utilisation and maximise profit. **LollyServe** delivers real ROI and ensures fast and seamless service for your customers, who have come to expect nothing less.

Self-serve enables your customers to order and pay for menu items, creating an engaging, personalised experience. It puts them in charge – browsing, customising at their own pace from the touch screen menu.

LollyServe delivers a scalable, secure and seamless solution for hospitality providers. From entry-level countertop tablets, to rows of fully integrated kiosks, **LollyServe** delivers the future of hospitality for you and your customers.

LOLLYCURVESERVE**.**

LOLLYPROSERVE**.**

LOLLYSWIFTSERVE**.**

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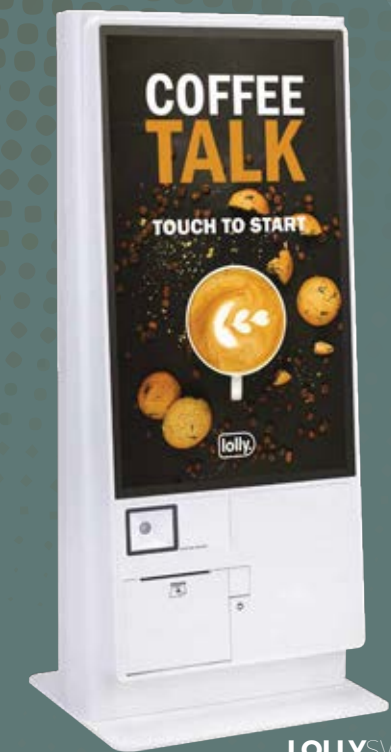
Features.

- Offers product preferences
- Displays nutritional and allergen information
- Shows CO2 levels for all products
- User friendly screens that reduce order errors
- Multiple fast payment options incl Bitcoin
- Order history with customer account

Payment Options.

Making payments painless

We are the only EPoS and payment company in the UK, which means you will only need to deal with one business.

Accepting payments is simple and affordable with Lolly, from card payments to virtual terminals, website payments and pay by link.

Offering competitive rates to help keep transaction costs low, we guarantee your customers a secure and smooth payment experience.

We supply a large range of card machines to suit all customers' needs. Or go one step further and integrate payment with your Lolly EPoS to speed up service, reduce keying errors and remove end of day reconciliation difficulties.

 Pay   G Pay

Our Range.

Each card machine is plug and play, easy to set up and requires a phone line or broadband to connect.

They come with the latest PCI PED 2.0 security, ensuring the machine security encrypts card data. They are APCS common criteria approved, complying with relevant standards.

## Whatever your payment needs, we have you covered

Card Machines
We have a range of card machines to help you take payments face-to-face. Fully equipped with wireless connection for contactless payments.

Online Payments
Take online payments through your website 24/7 with our secure payment gateway. Accepts all major cards and digital wallets like Google Pay and Apple Pay.

Integrated Payments
With an integrated terminal you can power through the queues and turn tables faster. Enhancing your customers experience and eliminating human error.
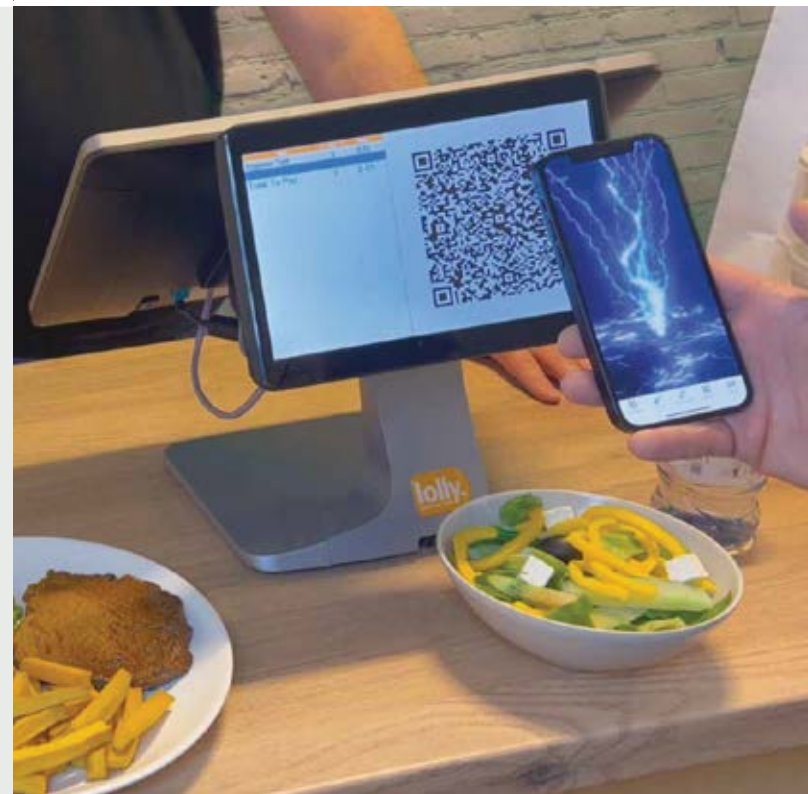
Lolly Crypto.

With cryptocurrencies increasingly being used for payments, Lolly has developed a hospitality industry first Bitcoin currency payment integration. This has:

· *Super-fast transaction speeds-0.25 seconds*
· *Super-safe payments*
· *Super-low transaction costs*

Developed in partnership with Bitcoin exchange leaders CoinCorner. Payments are instantly deposited to the vendor's account in Sterling.

bitcoin

Lolly App.
Easy-to-use, mobile app

The LollyApp takes seamless service to the next level by delivering an all-in-one, easy-to-use pre-order, loyalty and payment solution. Available for both Apple and Android devices, the app is highly intuitive and integrates with all Lolly products.

Ideal for busy hospitality businesses and corporate caterers, giving you the ability to offer your customers an array of options for ordering and delivery. From simple 'order & collect' for a cafe, to in-venue table ordering at restaurants, or even meal delivery to desks for office corporate catering.

As with all our innovations, the Lolly app has been designed to ensure an intuitive and engaging process.

"Repeat custom and driving the bottom line have become key within our highly competitive sector. Having the ability to encourage customers to return via a loyalty proposition is now vital."
Peter Moore CEO of Lolly
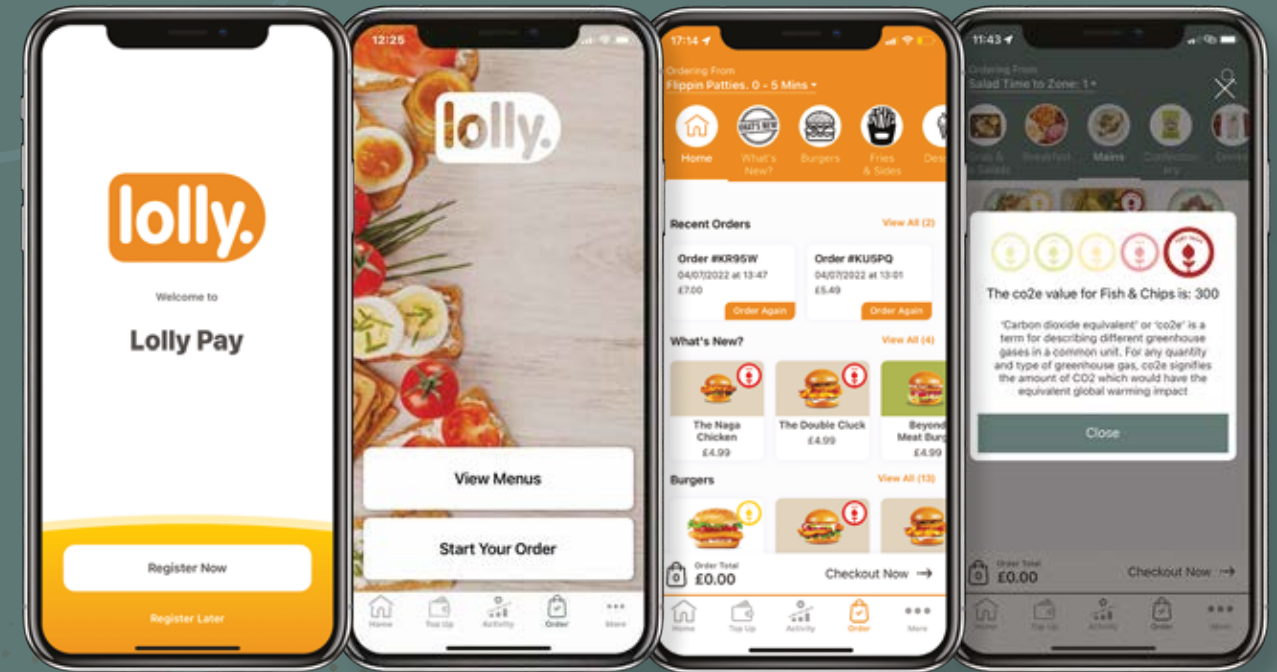
App Features.

Scan & Go
The app can operate as a mini EPoS. Customers can scan items and go

Order Ahead
Customers can select and order items in advance and collect when ready

Delivery
Have your order delivered to your table or office desk

Payments
A payment made with the app generates a PDF e-receipt

Loyalty Points
Collect loyalty points on products and redeem against future orders

Push Notifications
Send marketing notifications and updates to all your customers

Store Information
See the location of multiple branches, opening times and menus

Health Content
Show detailed nutritional information for all products

Subscriptions
Offer customers a subscription service where they pay a monthly fee for food & drinks.

Carbon Footprint
Be environmentally aware with the C02e value of all products

Vouchers
Issue vouchers to staff for freebies, birthdays and work anniversaries

Order History
View your entire order history from purchases to top-ups, including e-receipts

AI Checkout.
Computer Vision Based Automated Checkout

Peter Moore commented...
"Perfect for large corporate staff restaurants or busy grab-and-go hospitality environments, Lolly Snapserve is designed to eliminate queues and improve efficiency."

Lolly SnapServe is a cashierless, fully automated checkout solution.

The vision-based, system creates a swift and completely contactless walk-through experience for the customer.

A highly efficient new use of AI technology in the UK hospitality sector, the **Lolly SnapServe** and an excellent solution for faster contactless checkout. The e-receipt feature makes this an environmentally friendly option.

Time per transaction can be reduced to just three seconds.

Lolly Robots.
A superior customer experiance

Peter Moore, CEO at Lolly, comments: *"Aside from being an exciting attraction for customers, there is real commercial viability when it comes to investing in Lolly Robots. Nova won't ask for time off, will always show up for work and will do whatever you ask!*

The Lolly Nova is designed to support a busy hospitality environment and can operate for a whole evening taking orders to and from the kitchen to tables whilst interacting with customers. An ideal addition to free up waiting staff to focus on delivering an enhanced dining experience.

- · *1.2m freestanding*
- · *Efficient delivery functionality*
- · *Omnidirectional obstacle sensing*
- · *High positioning accuracy*
- · *Automatic speed adjustment*

Digital Signage.
Creating customer engagement

Peter Moore comments...
"The digital signage screens display the right information at the right time; seamlessly switching between breakfast, lunch and evening menus."

Replace static boards and increase advertising space with dynamic digital signage – helping you to grab attention and make the all-important best first impression.

Our screens can be updated quickly and easily to help you display the right information at the right time. From menus and enticing product imagery to promotional videos and special offers. Clear visual communication will help you to engage your customers and increase revenues.

Display across multiple screen formats from tablets to 80" screens.

Kitchen Management.
Enhance efficiency

"Using these systems improves efficiency in the back-of-house areas, reduces wait times and creates a more efficient workflow."
says **Peter Moore**

The Lolly Kitchen Management system is a video screen with simple user-interface digital touchscreen, which replaces traditional kitchen printers and paper ticket systems. The screen acts as the communication link between the front of house and the kitchen staff. Once an order has been fulfilled, a simple click 'complete order' will clear the order out of the queue and close out the ticket.

An unlimited number of touch screens can be configured to suit any type of food and drink dispensing operation.

Pre-Order Pods.

Temperature controlled food lockers

Peter Moore commented...

"This exciting addition to our digital integrated proposition enables hot and cold food availability to customers as a 24hr service."

Temperature controlled pods, each designed to be individually adjusted from 2 °C to 70 °C.

Each pod is equipped with its own thermoelectric unit so it can be controlled in real time with its own independent internal temperature.For example, you can hold a hot meal at 65°C in one pod and a cold sushi at 2°C in another one above.

There are no contamination risks between pods, thanks to an individual air loop inside each one.

Standard pods are available in columns of 4 or 5 and you can join as many columns as required. Columns are composed by stacked pods, like a Lego™ brick. Bespoke and mixed sizes are also available in one unit i.e Pizza sizes.
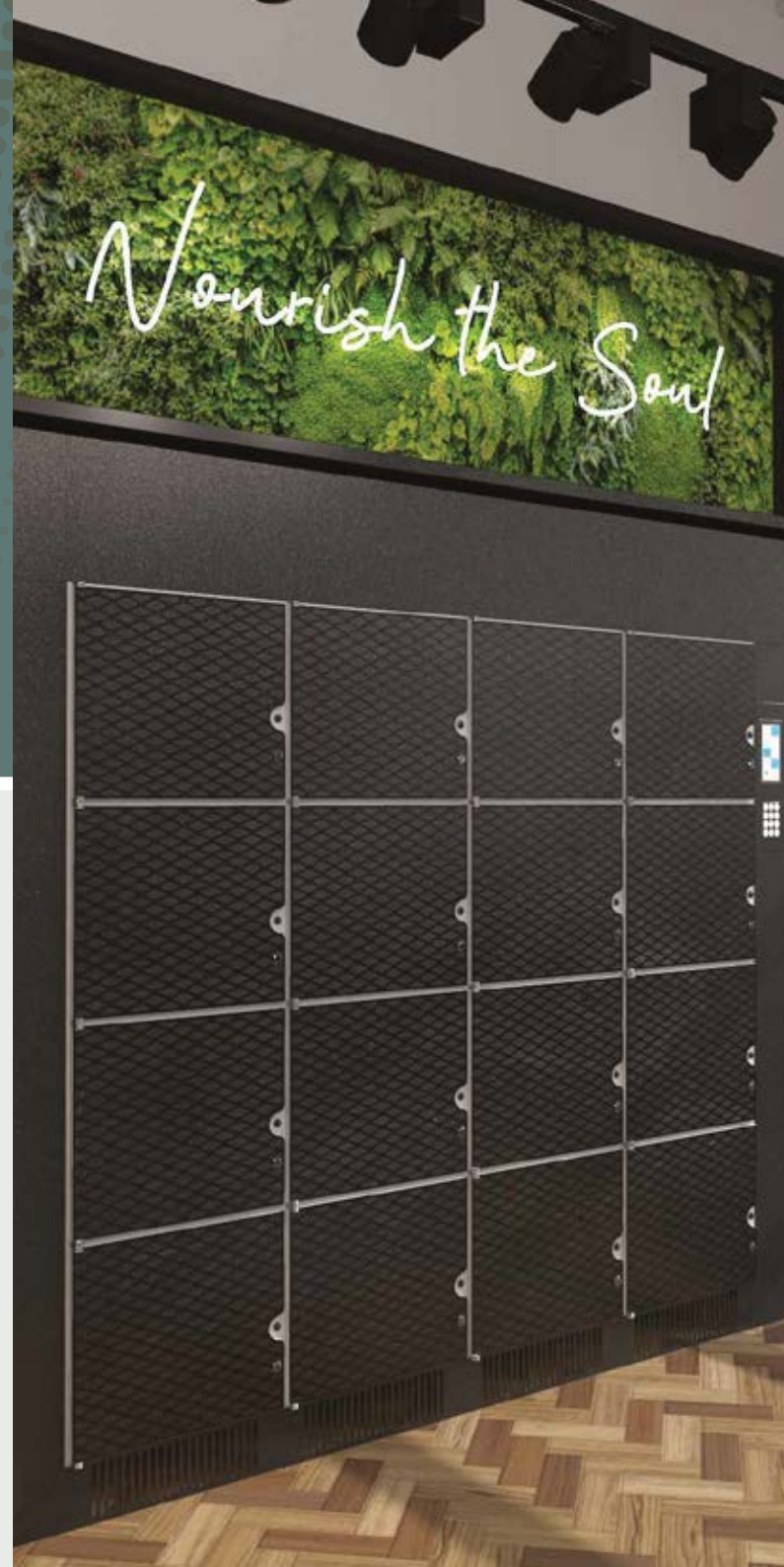
Facial Recognition.

With a requirement in hospitality to check the age of a customer buying age-restricted items, LollyVerify will make the whole process much faster and easier. And – more importantly – it will ensure it happens every time.

Says **Peter Moore**

LOLLYFACEPAY.

This technology allows a customer's account to be logged into using just their face. Allowing them to earn and spend loyalty points, as well as check their account balances.

LOLLYVERIFY.

The newly launched facial recognition system helps hospitality providers automate the process when it comes to verifying a customer's age. The LollyVerify will flag items brought to the till with age restrictions applied, such as alcohol – making the whole process much slicker and faster.

Secure cloud back office & reporting.

Protecting your customer and business data has never been simpler or more affordable.

Online management and reporting.

In real-time via a web browser on your PC, tablet or mobile phone, anywhere in the world, any time you need to check in.

Remote management and monitoring.

For a single till or multiple tills and multiple sites, from any device, wherever you are.

Stock management.

Control stock and product pricing when, and from where it suits you.

Real-time back up.

All of your essential sales & configuration data safely backed up automatically – no hassle.

Tailored reports.

Analytics dashboard tailored to report on your KPI's - essential for every sales oriented business.

Secure hosting.

24x7x365 secure hosting using Microsoft Azure Cloud management, and Cyber Essentials accredited.

CYBER ESSENTIALS CERTIFIED

CYBER ESSENTIALS CERTIFIED PLUS

Case Study.

Creating a dream burger restaurant

About Smash

Situated in East London, Smash offers high quality traditional and Halal burgers. The meat is sourced locally, and the quality of the food, as well as the service, is at the heart of everything that they do.

Their mission is to give customers a unique experience, the option to eat "on the go" food in a comfortable restaurant, in addition to delivery and takeaway.

Preparing to open for the first time

Shaz Islam and his business partner started to set up Smash before Covid-19 hit in February 2020, but when lockdown was introduced only a month after, they decided that nothing would stop them going ahead with creating their dream burger restaurant. The money was invested and the plans had started. They wanted their customers to have a fresh and clean environment, but also a sleek and prompt service, so that's where Lolly came in.

Shaz commented: "I wanted to get some great tech in place to ensure that we could provide a very professional service. I also had no previous experience in hospitality, so it needed to be easy and very efficient.

"I did look for a PoS company for quite a while with no joy, nowhere seemed to offer what I needed, and it was important to find a company that could advise us on the best approach to take – to ensure quality service at every touch point.

"An online search led me to finding Lolly. From the first call, they have been so helpful and have known exactly what we needed. Their knowledge has filled me with confidence."

Getting the 'big launch' right with Its Lolly

Lolly knew exactly what technology Smash needed to ensure that their customers would experience the best digital journey.

Lolly implemented their Lolly ProServe, self-serve kiosk and also provided the Uber Eats seamless integration to ensure that customers were able to order whenever they wanted, and with ease. Shaz explains that it is brilliant knowing that orders are coming in when he isn't physically taking them, adding: "Knowing that the orders come in from these products and they will go straight on to the video screens in the kitchen makes everything so efficient."

The Lolly Kitchen Screens are digital touchscreens which replace traditional kitchen printers and paper ticket systems. The screen acts as the communication link between the front of house and kitchen staff, displaying the orders that have been placed and the time of entry. Online orders are also sent directly to the Kitchen Screens. Once an order has been fulfilled, a simple click 'complete order' will clear the order out of the queue and close out the ticket.

The LollyEdge manned PoS unit was also installed at Smash. An exclusive product to Lolly in the UK, it is a sleek, smart touch screen till, which includes a printer and a rear-facing customer display.

Shaz says: "The till is so easy to use and it provides so much useful information"

The big opening

Shaz said: "It was so busy at the launch. People had come out of lockdown and food was something to look forward to. We would not have been able to keep up with the huge amount of orders coming through if it hadn't been for Lolly. At one point, we had thirty orders coming in at the same time, and the fantastic systems in place enabled the communication with the kitchen to flow perfectly. We were able to fulfil every order and live up to our mission."

Lolly products do the thinking for you

Keeping an eye on the business from a commercial point of view is vital for Smash and they like to be as proactive as they can.

Shaz explains that the amount of information and data Lolly back-office holds is amazing, adding: "It really helps you to keep control of the operational side of the business, giving you an in-depth analysis of orders placed and where stock needs to be replenished.

"I can run the business from home if I want to, I can get the stats that I need, anytime, anywhere. The Lolly HQ dashboard tells me when the peak times are, so I know what to expect. Lolly has taken our business on a true digital journey, and I would not be without it."

Some of our many customers.

Contract caterers

Business & Industry

Education

Stadia / Exhibition Centre

Healthcare

Visitor attractions / Events

Restaurants / QSR

You're
going to
LOVE
what
LOLLY
can do

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