



Deliver an extraordinary guest experience with every touch

HP POS Systems keep hospitality operations moving and keep guests coming back



Excellent customer service is easier than ever

As a hospitality operator, you build satisfaction and loyalty by creating stellar guest experiences at every touchpoint. Today's digitally empowered patrons expect seamless, high-quality service from the moment they arrive at your restaurant, hotel, or entertainment venue until the moment they leave. Versatile point-of-sale (POS) technology is key to enabling you to meet and exceed your guests' expectations.

HP Retail Solutions combine the power, performance, and security you need to satisfy guests and keep your business running smoothly. The full HP POS Systems hardware suite includes stationary systems, mobile terminals, and peripherals, all hardened to withstand the rigors of restaurant and hospitality environments. We continuously innovate our POS products with the highest-performance components and the most modern designs.



Focus on your guests, not on IT security issues

Deliver the convenient, consistent service that your customers expect, no matter how large or small your business. HP POS Systems combine power and performance to keep business moving, plus built-in security to help safeguard critical assets.

HP SureStart, the industry's first self-healing PC BIOS, helps keep your devices, data, and customer identities secure.¹ It monitors in-memory BIOS, recovers the platform without intervention, restores the BIOS to your custom state, and can be managed centrally by IT administrators. Some HP platforms also support Device Guard, a set of Microsoft Windows® features that can lock down POS devices to run only trusted applications.² Also available on select HP Retail POS Systems are other designed-in security features, such as fingerprint readers for authentication, locking mechanisms for physical security, and support for the manageability features of Intel® vPro™ Technology.



Outstanding support and reliability

When you're confident in your technology, you can focus even more attention on your guests. HP POS Systems are designed to work 24 hours a day, seven days a week. Deploy our solutions across hundreds of locations, knowing your investment will last. Around-the-clock dependability and outstanding HP warranties help deliver the support your business needs, with options ranging from overnight exchange to same-day or next-business-day on-site repair.³



Create a seamless dining experience for your patrons

Deliver attentive service that's critical to meeting customers' expectations and running a successful restaurant. HP POS Systems are designed to streamline operations in both quick-service and table-service restaurants. Increase order accuracy, reduce wait times, and provide secure tableside payment processing with intuitive technology tools.

Style and innovation without compromise

Help keep your operations humming and minimize interruptions using technology designed to withstand the rigors of a restaurant environment. HP POS terminals are built with components resistant to heat, liquid, high temperatures, and rugged use. The sleek and stylish designs look attractive in any restaurant environment and can be paired with a full line of accessories such as receipt printers, cash drawers, bar code scanners, and displays. HP POS Systems are compatible with most POS and productivity software packages so that you can easily select the right options for your business.

Unlock serious computing power

Go beyond front-of-house operations with HP technology, which can provide a consistent, high-quality experience all around your restaurant. Explore the full line of compact and powerful POS solutions to modernize your entire restaurant, including back-office management, kitchen operations, digital menu boards, video surveillance, and customer ordering kiosks.

Assist customers anywhere on the floor

Enable your staff to stay productive and connected from anywhere around the restaurant. HP offers a full line of mobile solutions to help employees take orders faster, from tableside to the drive-through window. Managers can use pocket-size, ultra-mobile terminals to view alerts, manage staff, and delegate tasks from almost anywhere. Customers can use self-service kiosks to order at their own pace. Plus, they can check loyalty rewards and daily specials, complete satisfaction surveys, or enter promotional contests.



Delight your hotel and entertainment guests

Keep guests coming back by creating an experience they won't forget. HP offers the largest portfolio of mobile and desktop platforms designed to help you satisfy patrons with fast and comprehensive service. Provide personalized interactions for check-in, concierge services, ticketing, and ordering so that guests can effortlessly enjoy their stay.

Create a seamless, comfortable experience for guests

Serve guests anywhere around your venue—whether they're in your lobby, at the casino, or by the pool. Speed up service and allow your staff members to be more visible to guests by capturing orders remotely using rugged mobile devices. Self-service kiosks powered by HP all-in-one terminals make both check-in and checkout a breeze and help fulfill patrons' requests, such as booking restaurant reservations, without contacting the front desk.

Count on impressive computing power for interactive displays

Provide timely information about hotel amenities and local attractions on digital displays that will stand up to constant use. HP's retail-hardened computing solutions provide the power you need to create interactive walls and way-finding displays that keep guests informed and engaged.

Empower your staff to deliver top-notch customer service

Give staff members the freedom to meet patrons' needs faster and work more efficiently from anywhere in the venue. Assign tasks such as housekeeping and repairs to employees via their handheld HP devices. Get real-time status updates to maximize teams' effectiveness and keep your guests satisfied.

HP's portfolio of POS platforms



ElitePOS

Serve your guests in style with this versatile and beautifully designed terminal that can be placed on a counter, mounted on a wall, or built into a kiosk.



HP RP2 Retail System

Get reliable, robust performance with a sleek, compact, fanless all-in-one that fits a range of workspaces.



HP RP9 Retail System

Deliver a stylish and engaging experience to your customers with a modern, versatile all-in-one that combines powerhouse performance with reliable engineering.



HP RP5 Retail System

Power your business from the kitchen to the back office and all points in between. These terminals are ideal for mission-critical site operations and built to withstand the rigors of hospitality environments.



HP MP9 G2 Retail System

Handle computing tasks in even the busiest, most space-constrained areas of your business. This system is powerful enough to meet demanding requirements yet compact enough to fit inside kiosks, behind displays, or anywhere else it's needed.



HP Elite x3 Mobile Retail Solution

Boost staff productivity, help your managers stay agile, and improve your guests' experience with this lightweight, handheld Windows mobile device.⁸



HP MX12 Retail System

Handle a range of tasks, from tableside ordering to payments, with this three-in-one convertible system, which combines the functionality of a fixed terminal with the portability of a mobile device.

HP's portfolio of POS peripherals



HP retail displays

Deliver an enhanced experience to customers and store associates with the eye-catching family of HP retail displays that come in a variety of sizes and both touch and non-touch options.



Receipt printers

Count on HP to fit your organization's unique needs. We offer a variety of high-quality receipt printers, from a multifunctional MICR device to value-priced thermal receipt printers.



Barcode scanners

Choose from a simple 1D linear scanner to those that offer extended functionality—including omnidirectional, 2D, and stacked code scanning—and even wireless capabilities for added flexibility.



Cash drawers

Choose from a selection of models that offer adjustable tills and inserts that are built with high-quality components and robust construction for retail-ready durability.



Keyboards and MSRs

Choose from a variety of data input devices, from POS keyboards to magnetic stripe readers (MSRs), to complement your unique POS requirements.



Learn more about HP solutions for superb guest service

Deliver exceptional service that keeps your guests coming back. HP offers the solutions you need to create a personalized and seamless experience.

For more information, visit support.hp.com.



Trust HP for exceptional warranties and support

Protect your investment with on-demand technical support and up to a five-year warranty on HP POS platforms and accessories. HP offers an outstanding combination of around-the-clock support—including overnight exchange, on-site repair, and Next Business Day Services—to help you minimize downtime, even in emergencies.⁹

Get connected.

Get the insider view on tech trends, support alerts, and HP solutions.

hp.com/go/getconnected

¹ HP SureStart is not available on all products.

² Windows 10 Enterprise and Device Guard are available for installation only through HP Custom Integration Services to enterprise customers with a volume license to use Windows 10 Enterprise. Device Guard is not available with Windows 10 Pro.

³ Support options may vary depending on the selected HP platform and by geography or location.

⁴ "Millennials—Breaking the Myths," The Nielsen Company, February 2014, www.nielsen.com/us/en/insights/reports/2014/millennials-breaking-the-myths.html.

⁵ "MarketBriefing: Tracking and Interpreting Restaurant Trends," American Express, February 2014, www.smartfoodservice.com/downloads/files/2014%20Trade%20Publication%20Articles/MarketBriefingFeb2014.pdf.

⁶ Taylor Short, "Guest Preferences for Technology Use in Hotels, IndustryView 2015," Software Advice Inc., February 5, 2015, www.softwareadvice.com/hotel-management/industryview/technology-use-report-2015.

⁷ "The Global Hotel Industry and Trends for 2016," Hospitality Net, December 18, 2015, www.hospitalitynet.org/news/4073336.html.

⁸ Optional dock required and sold separately. Peripherals sold separately.

⁹ Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP product.

