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NCR

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Aloha POS v15.1 Highlights – Day 1

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15.1 Highlights & Discussion Overview

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- 15.1 Updates & Highlights
- What the Changes Mean to You?
  - PCI, Least Privilege, RAL, Permissions, and more
- Solution Prerequisites
- Solution Upgrade Process
  - Aloha Suite Installer, Troubleshooting
- Best Practices
  - Planning, Tools, Utilities, Documentation & Services
- Q&A

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Aloha 15.1 Updates &
Highlights

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Aloha 15.1 Solution Release

Aloha POS v15.1 in General Release

Aloha POS v15.1 moved to general release (GR) on May 26th, 2017 and represents many enhancements to support PCI 3.1 standards, regional enhancements and improved suite deployment options.

While this is a global GR announcement, we always recommend customers may want to further test regional localizations and customer specific solutions prior to deploying into a live location.

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Aloha 15.1 Solution Release

15.1 Highlights

- Aloha POS v6.7 is officially EOL as of August 2017
- October 2016 – PCI PA-DSS 3.1 mandate – all new customers must implement Aloha 15.1 if using EDC
- Existing customers can continue to deploy POS 12.3, 14.1 to maintain PCI 2.0 compliance
- Move the market to the Aloha 15.1 Solution
- Higher quality, better interoperability, easier to understand and install for all future POS releases

New Controlled Deployment Metrics in 15.1

Test Together First

Major Account Lab Access Before GR

PCI Audit Before CD

3rd Party Partner Lab Testing Before GR

Targeted Customer Solution Stacks

50 Customer Sites Before GR

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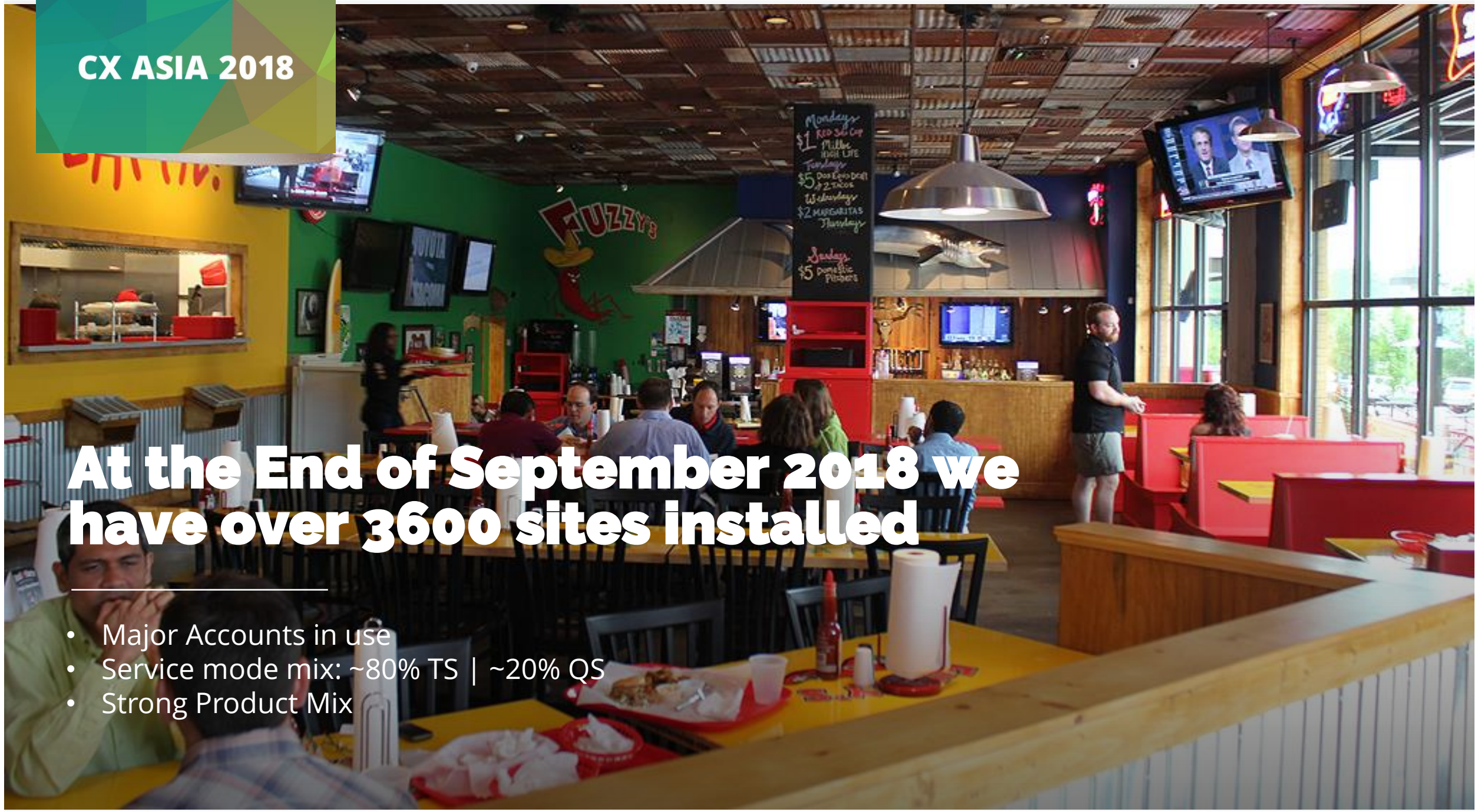

At the End of September 2018 we have over 3600 sites installed

- Major Accounts in use
- Service mode mix: ~80% TS | ~20% QS
- Strong Product Mix

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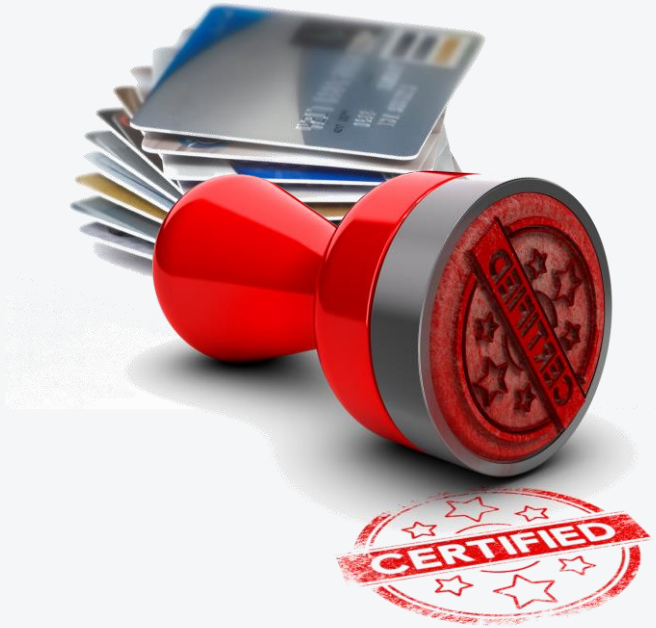
Compliance Updates



- SHA2 (Secure Hash Algorithm)
- TLS 1.2 (Transport Layer Security)
- MC2 – (Pattern Key Multi segment)

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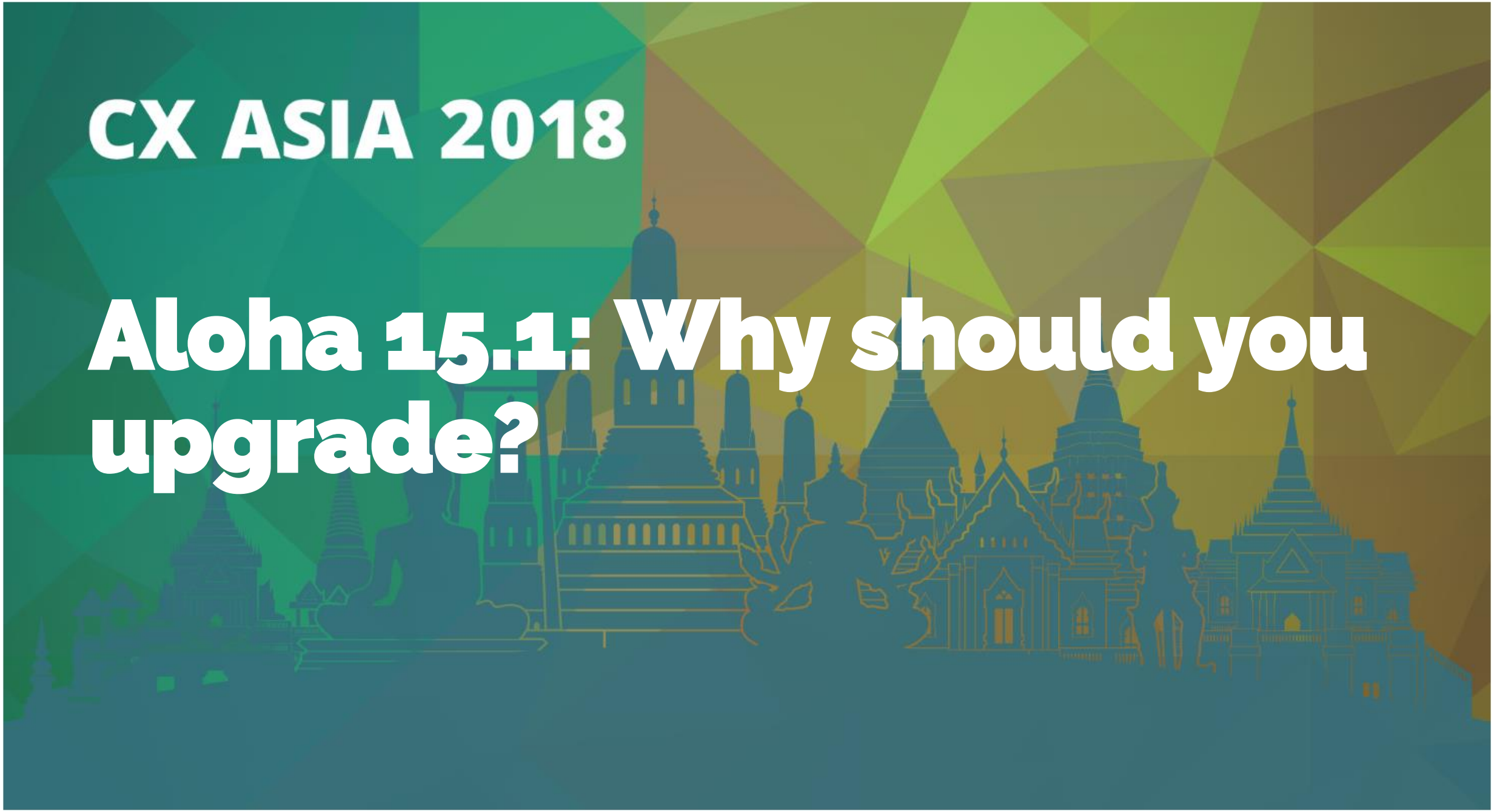
Aloha 15.1: Why should you upgrade?



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The Current State Of Aloha

- POS v6.7 was EOL in August 2017
- ~30,000 sites on 6.7 or lower
- Negative perceptions due to old software in the market
- It’s time to reengage our customer base and help them see the value of our newer releases

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Why Upgrade?

- Network Stability
- New UI for Aloha POS
- Security and Compliance
- Unlocks newer innovations and capabilities
- Hundreds of New Features
- Simplifies the ability to upgrade and install other key components of our solution

Reengage your customers and create new sales opportunities

CUSTOMERS SHOULD PLAN TO MOVE TO V15.1

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Possible Exceptions:

- Hardware minimum requirements
- Third-Party Integrations
- Translation

Highlights of Aloha POS v15.1

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- ✓ Most heavily tested release in our history at this point in release cycle
- ✓ Achieved PCI 3.1 certification prior to first field installation
- ✓ First Controlled Deployment site – July, 2016
- ✓ Currently ~3600 installs
- ✓ Attention to unique solutions sets
- ✓ Number of new live sites is increasing each week
- ✓ Utilizes Aloha Suite Installer

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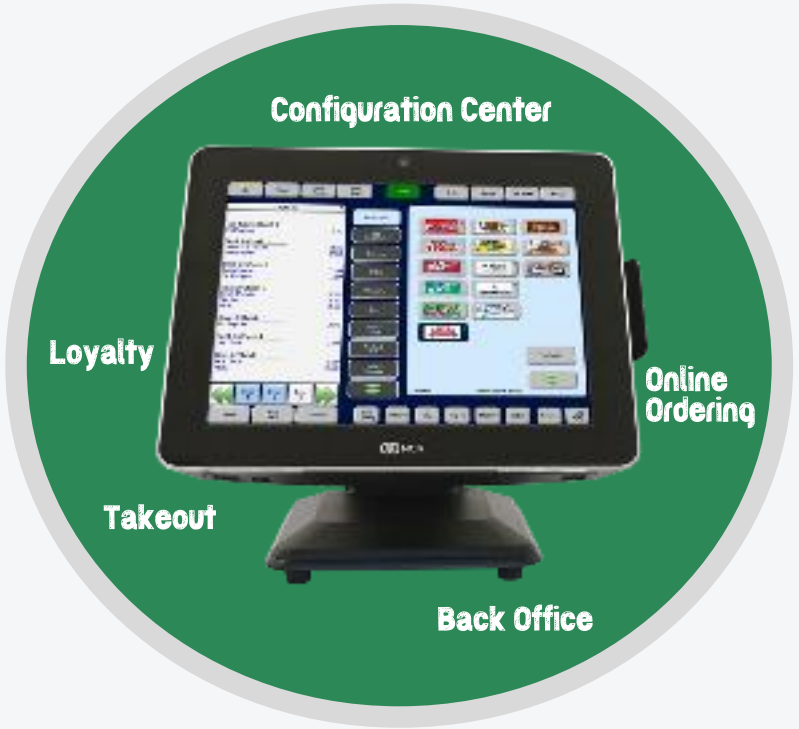
What We've Done:

Automated Testing

12,000

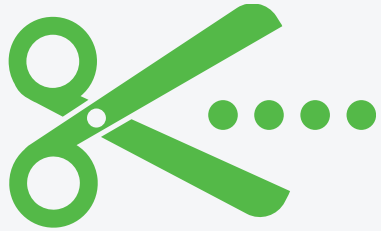
automated tests

Interoperability Testing



86,000

automated tests



30%

reduction in defect backlog since the beginning of 2016

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Aloha 15.1: What's in it?

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What's new in 15.1 (Since 6.7)

6.9

- Supporting FOH Customizable Reports
- Displaying the Change Due on Next Dollar Button
- Resending an Item to the Kitchen
- Supporting Surcharges by Tender
- Supporting Item Availability in Quick Service

7.0

- Supporting Print Designer
- Supporting Aloha Communications Layer
- Supporting Special Currency For Reconciliation Functions
- Suppressing Checkout and Clockout Chit Printing at EOD
- Placing Orders Without Cash Drawer Assignment

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What's new in 15.1 (Since 6.7)

12.1

- Supporting Inside Speed of Service Metrics

14.1

- Printing 2D QR Codes on Guest Check
- Expanding Maximum Number of Modifiers to 350
- Supporting Live Refresh Updates for BOH Changes
- Supporting Dashboard Reporting on FOH
- Adjusting Price Change Event Times from FOH
- Retiring Aloha Video Solution That Uses VideoMX
- Supporting Native Thai Printing
- Supporting Chit Printing and NCR Sticky Media™
- Displaying Vehicle Pictures for Drive-Thrus in POS

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What's new in 15.1 (Since 6.7)

14.2

- Building Expressions in Custom FOH Reports

15.1

- Supporting Multiple Aloha Loyalty Member Assignments
- Supporting PCI-DSS Requirements

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In summary…

- If customers are current on software maintenance the good news is the upgrade to 15.1 is free from NCR
- The actual upgrade and testing and planning are services you can position to sell your customer or include if applicable as part of your contracts with them
- If customers aren't current on software maintenance please speak to your channel account manager to hear options to get current
- How long does the upgrade process take?
  - In general an upgrade should take no longer than a few days as long as you plan properly and have customer buy in for testing
- What are we covering tomorrow?
  - Tomorrow we will go deeper inside what an upgrade would look like and the technical requirements as well as the tools available you to be successful and the advantages to upgrading.

See you then!

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Thank You!
Questions?