POS Evaluation & Feature Impact Matrix

Your Guide to Choosing the Right Point of Sale System

WHY THIS GUIDE EXISTS

Selecting a new POS is one of the most important IT projects your business will undertake. It affects every department, from IT to Finance to Store Operations. The right system accelerates transactions, improves inventory accuracy, reduces IT overhead, and enables seamless customer experiences across channels.

HOW TO USE THIS GUIDE

POS evaluations are complex. Teams often get bogged down in feature lists and overlook alignment across stakeholders.

This guide helps you focus on the features that deliver measurable value across your organization:

- Reviews features by category and shows their impact on different stakeholders.

- Suggests RFP-style questions to guide vendor evaluations.

- Helps align priorities for IT, Operations, Finance, and Store Management.

- Scores the importance of each feature to stakeholders.

ARCHITECTURE & INTEGRATION

Foundational platform capabilities that ensure scalability, flexibility, and operational efficiency.

KEY FEATURES

	Web-Based Architecture	Integration Capabilities	Create Customer Journeys
Performance Benchmarks	✓ Cloud-hosted. ✓ Works on all devices, for all channels. ✓ Clear upgrade path. ✓ Modern architectural standards.	✓ Seamless integration with ERP, CRM, BSS/OSS. ✓ Single-entry process for orders, billing, and inventory. ✓ Real-time data syncing.	✓ Build custom customer journeys with a low code framework. ✓ Deploy changes automatically with minimal IT involvement.
Questions To Ask Vendors	• Is the POS fully web-based or does it use native apps? • How are updates deployed and managed? • What security and encryption standards are in place? • Can it scale across multiple locations and channels?	• Which enterprise systems are supported out-of-the-box? • Are APIs open, REST-based, and TM Forum-compliant? • How are system changes handled to maintain data integrity? • Are integrations abstracted from core services?	• Is it possible to customize customer journeys with minimal coding? • Which types of workflows can be created? • How quickly can new journeys be deployed?
IT Impact	**Importance: HIGH** • Simplifies management. • Fewer change requests. • Continual upgrades.	**Importance: HIGH** • Simplified ecosystem. • Reduces manual work. • Remain on upgrade path.	**Importance: HIGH** • Fewer change requests. • Can personalize the solution. • Co-creation/co-innovation options.
Operations Impact	**Importance: HIGH** • Access the POS from anywhere. • Consistent experience and processes across channels.	**Importance: HIGH** • Increases efficiency. • Reduces errors. • Reduces cost during upgrades.	**Importance: HIGH** • Software is tailored to actual needs. • Don't need to "fight the system".
Finance Impact	**Importance: MEDIUM** • Lowers infrastructure costs.	**Importance: MEDIUM** • Reduces operating expenses.	**Importance: HIGH** • Saves money vs custom coding.
Retail Impact	**Importance: MEDIUM** • Reduces queues – sell from anywhere in the store. • Mobile selling opens new sales channels.	**Importance: HIGH** • Faster transactions. • No duplicate entry at POS.	**Importance: HIGH** • Improves customer service. • Increases usability. • Build journeys that solve real world problems and gain a competitive advantage.

TRANSACTIONS

Features that improve checkout efficiency, customer interactions, and omnichannel capabilities.

KEY FEATURES

	Transaction Speed	Omnichannel Support	Customer Management
Performance Benchmarks	✓ Postpaid transactions completed ≤5 min. ✓ Prepaid transactions completed ≤2 min. ✓ Stable under peak load.	✓ Single POS meets the needs of retail, resellers, and franchisees, as well as non-traditional sales channels, e.g. door-to-door. ✓ Synchronizes inventory across channels.	✓ 360-view of the customer. ✓ Purchase history accessible at POS. ✓ Can create personalized offers.
Questions To Ask Vendors	• What is the average transaction time for prepaid and postpaid? • How does the system handle peak transaction volumes? • Are there features to reduce transaction errors or retries?	• Can customers start and finish a transaction in one channel and complete it in a different channel? • Are pricing/promotions handled consistently across channels?	• Can customer data be accessed across channels and locations? • Are all activities tied to a common customer record? • Can the POS support personalized recommendations and loyalty programs?
IT Impact	**Importance: MEDIUM** • Less troubleshooting.	**Importance: MEDIUM** • Centralized control.	**Importance: MEDIUM** • Reduces errors.
Operations Impact	**Importance: HIGH** • Higher throughput at peak times. • Purpose-built, streamlined processes reduce training requirements.	**Importance: HIGH** • Consistent processes across physical and digital channels.	**Importance: HIGH** • Enables personalized offers that convert.
Finance Impact	**Importance: MEDIUM** • More sales per hour increases profitability.	**Importance: HIGH** • Boosts profits - more touchpoints = more sales.	**Importance: HIGH** • Increase sales.
Retail Impact	**Importance: HIGH** • Shorter lineups. • Happier customers. • Less time processing transactions = more time with customers.	**Importance: HIGH** • Fewer friction points. • More choice builds customer loyalty.	**Importance: HIGH** • Data helps salespeople improve their recommendations. • Returns are easier to process.

INVENTORY & PRICING

Features that ensure inventory accuracy, operational efficiency, and flexible revenue management.

KEY FEATURES

	Inventory Tracking	Ordering & Transfers	Pricing & Promotions
Performance Benchmarks	✓ Track stock in real-time. ✓ Stock visibility across locations. ✓ Inventory is grouped into categories. ✓ Multiple stock counting methods supported.	✓ Suggested orders and transfers. ✓ Automatically maintains stock levels across multiple locations. ✓ Simple management processes.	✓ Includes central integrated product catalog. ✓ Supports dynamic pricing. ✓ Pricing is consistent across channels. ✓ Enables complex discounts.
Questions To Ask Vendors	• Are inventory levels updated in real-time? • How is inventory reconciled across channels? • What stock counting methods are supported?	• Does the POS recommend orders and transfers based on sell out data? • How are orders and transfers tracked and approved? • How does the solution prevent stockouts or investment in the wrong items?	• Can pricing be updated in real-time and per store or channel? • How is authorization handled for discounts? • How does pricing update for promotions?
IT Impact	**Importance: MEDIUM** • Reduces errors.	**Importance: MEDIUM** • Less manual intervention.	**Importance: MEDIUM** • Reduces manual overrides.
Operations Impact	**Importance: HIGH** • Better stock visibility. • Stock is optimized across locations.	**Importance: HIGH** • Optimizes inventory levels across locations. • Suggested orders reduce manual steps. • Reduces over and understocking risks.	**Importance: MEDIUM** • Simplifies administration. • Reduces errors.
Finance Impact	**Importance: HIGH** • Reduces shrinkage.	**Importance: HIGH** • Matches inventory investment to demand. • Reduces unnecessary purchases. • Releases capital back to balance sheet.	**Importance: HIGH** • Maximizes revenue and margin control.
Retail Impact	**Importance: HIGH** • Faster fulfillment. • Can direct customers to other locations with stock, or transfer items in.	**Importance: HIGH** • Improves product availability. • Staff spend less time ordering/transferring stock.	**Importance: HIGH** • Consistent pricing: online vs in-store.

SECURITY, REPORTING & DEPLOYMENT

Tools that support corporate oversight, operational efficiency, and governance.

KEY FEATURES

	Security & Compliance	Analytics & Reporting	Deployment & Support
Performance Benchmarks	✓ Role-based access control. ✓ Secure data handling. ✓ Complies with industry and regulatory standards.	✓ Dashboards and customizable reports. ✓ Real-time insights and historical analysis. ✓ Cross-location reports. ✓ Roll-up capability.	✓ Predictable rollout. ✓ Minimal disruptions. ✓ Ongoing support. ✓ Quick training.
Questions To Ask Vendors	• Are roles/permissions configurable by department or user? • Does the system log actions taken within the POS? • What compliance certifications does your POS meet?	• Can reports be customized/exported? • Can metrics be tracked by channel, location, and employee? • Can data be pulled from operations in multiple countries? • Can you build dashboards for specific roles?	• What is the typical implementation timeline? • What training and support methods are provided? • How is data transferred from your old system?
IT Impact	**Importance: HIGH** • Provides strong governance. • Reduces IT risks.	**Importance: MEDIUM** • Gives easier data access. • Reduces report requests.	**Importance: HIGH** • Smooth deployment. • Lower support burden.
Operations Impact	**Importance: HIGH** • Reduces fraud and operational risks.	**Importance: HIGH** • Identify high and low performers. • Easily optimize processes.	**Importance: HIGH** • Reduces disruptions. • Minimal training time required.
Finance Impact	**Importance: HIGH** • Complies with financial regulations.	**Importance: HIGH** • Simplifies ROI tracking.	**Importance: HIGH** • Be profitable from day one.
Retail Impact	**Importance: MEDIUM** • Role-based permissions simplify new user setup.	**Importance: HIGH** • Monitor store performance. • Shapes day-to-day decisions.	**Importance: HIGH** • Staff are well prepared for new system. • No customer impact from rollout.