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Point of Sale (POS) Software Product for a major Client in Florida, US

The Ultimate Hybrid POS Product

A case study

Business need

To develop an intelligent hybrid POS software product to cater the challenging needs of fine dinning restaurant, quick service and retail environment with minor customization. A product that offers end-to-end solution, right from ordering – to kitchen management – employee management – inventory management – table management – scheduling – special events – online ordering – delivery – CRM; all under one roof. The client sought to develop a system which is going to play a key role in organizing this sector, enable simple yet efficient store management and deliver value for money to the customers.

Crowded take away checkout counters at stores were causing customer complaints; the customers were demonstrating discomfort due to the increased time lag between the order placed and the table serving as the waiter had to either take the order to the kitchen manually or feed into the static POS terminal. The client was losing sales as customers sometimes abandoned the take away corner after placing the order in the face of a long wait. Traditional solution of additional checkout counters was costly both in terms of hardware as well as space requirements. Even hiring new staffs was not appearing to be a feasible solution. The need of the hour was to incorporate technology which will make the system gain maximum efficiency and enrich customer experience– the need of the hour was to go mobile!

Challenges

1. Multi-level and multi-location reporting on cloud
2. Ensure uninterrupted transaction even when the server is down
3. Data synchronization – all nodes should reflect concurrent transaction status at any given point of time
4. Maintain data synchronization when the server is down

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Our Solution

ProTeam developed a revolutionary application "cloud sync app" which runs as an independent application to offer a unique solution to the client, countering the above challenges. Using this one-of-its-kind application, the transaction details can be made available to all the stores scattered across certain geography facilitating centralized multi-level reporting on the cloud for individual store. This worked fine when the network is up as uninterrupted talking with the cloud server was possible. Now, the client was able to monitor and formulate business strategy for each store irrespective of where it is located.

Challenge: when the network is lost?

Solution: Under such a situation, ProTeam's solution enables to maintain all the transactions at the store server and update the cloud server the moment network is regained.

Challenge: when the store server is down?

Solution: ProTeam designed a unique solution to fight this challenge which enables uninterrupted transaction even when the store server is down. ProTeam came up with the concept of configuring a local node as a server. When the store server is down, this local node acts as an alternate server and all other nodes starts interacting with this alternate server ensuring a failure proof network at the store level. Once the store server becomes operational, all the transaction details from the alternate server are updated to the store server using the "sync app" which in turn is updated to the local nodes located in the store.

ProTeam developed a hybrid cross-platform mobile application which runs on iOS, Windows and Android, extending the features of a traditional POS to a mobile handheld device. The solution took the application to the cloud and the client to cloud 9. The mobile system had capabilities for information lookup, business analytics, dashboard reporting, online ordering, order tracking, credit card payment, scale integration and many more.. thus providing store assistants with opportunities to cross-sell and up-sell items. The solution gave the client more insight into the business, the client can now monitor the performance of the individual store and formulate strategies for each store to uplift performance.
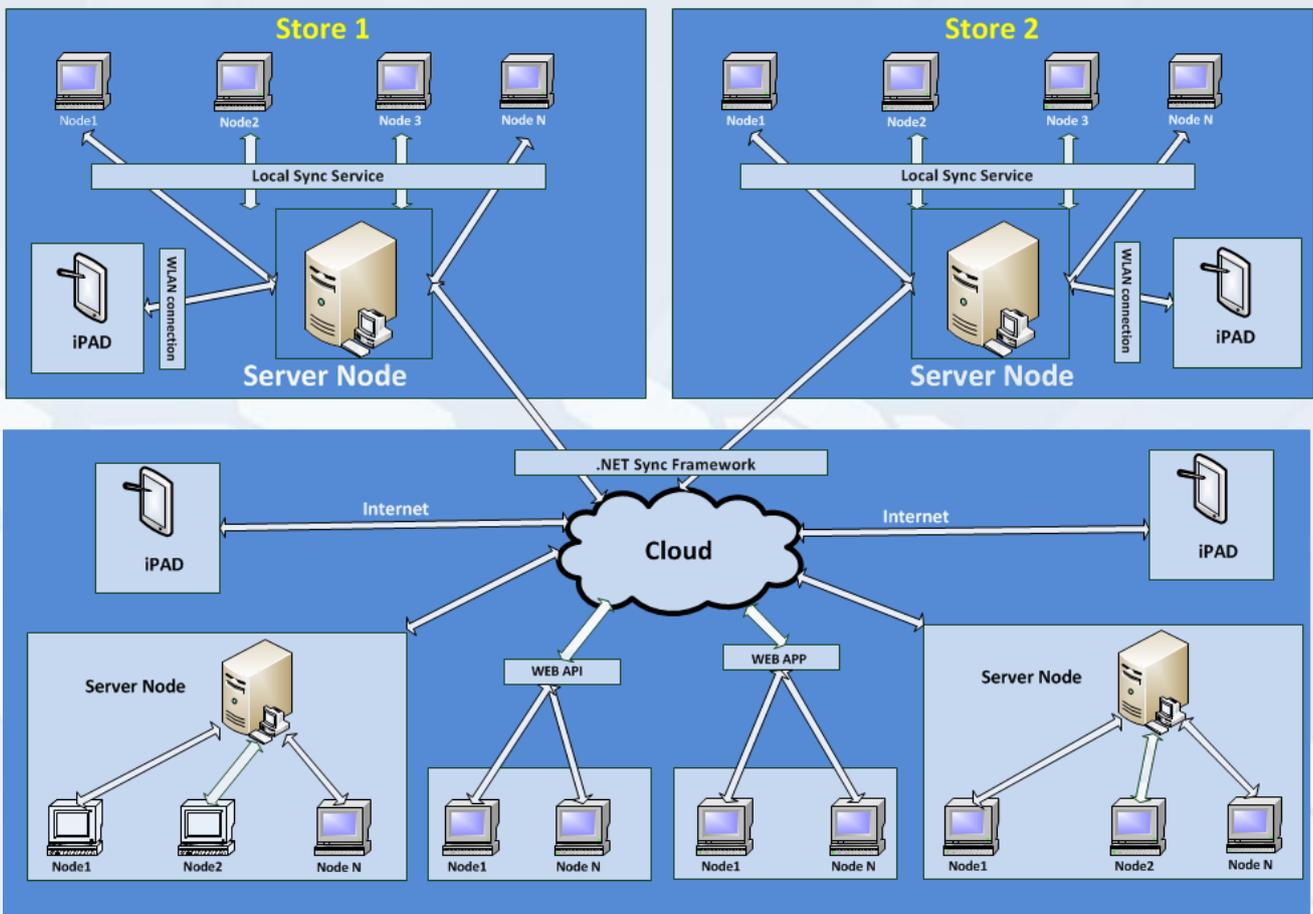
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Applied Architecture

Table Layout

Dash Board

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Benefits

- Simplified communications between the kitchen and the wait staff as the orders go through the computer, directly to the kitchen printer.

- Track everything from food usage, to the most popular menu items.

- Time clock helps prepare payroll.

- Break proof business environment.

- Along with the daily operations of running a restaurant, now the client can organize profit and loss statement and sales tax.

- Reduced costly inventory overheads.

- Custom reports enabled more quicker and effective decision making.

- Enhanced relationships with vendors with timely inventory information.

- Save time – Integrate with QuickBooks for accounting tasks.

- Speed up checkout lines.

- Increased customer service.

Benefits

- Use the system-generated customer information to process direct marketing campaigns.

- Increased traffic in every store; improved ROI.

- More effective Kitchen management system – now select menu items at the table and send it direct to the kitchen with just a click – ensure minimum waiting time.

- Encouraged suggestive selling – better customer relations – gained more loyal customers.

- The client could add new Mobile POS terminals as required to improve customer satisfaction.
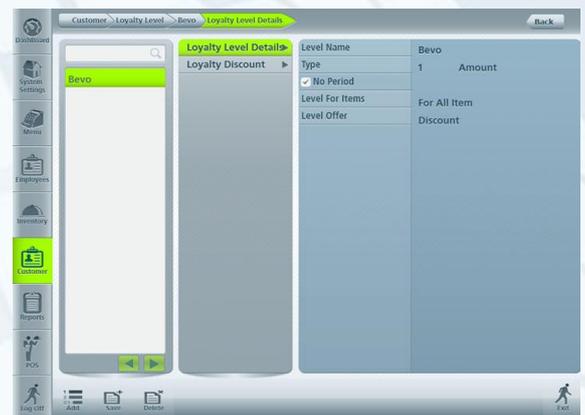
- Reduced time spent on Back Office and Inventory functions.

- The solution helped the company subtly brand itself as one of the most innovative and tech-savvy companies amongst its peers.
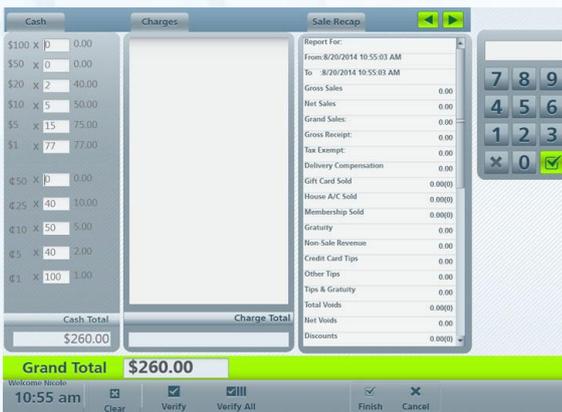
For more information write to info@proteam.in

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About ProTeam

ProTeam Softwares India Private Limited (PTL), is a leading global IT Service Provider, Outsourced Product Development and Business Process Outsourcing Services Company. Since its inception in the year 2004, PTL have been successful in setting up competitive benchmark in building custom applications and managed services on a large scale in real-time environment for over 200 clients globally.

PTL's robust and exclusive development & enhancement model ensures high-quality delivery within the time frame at reduced costs. This makes PTL a highly desirable IT services partner across the globe.

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Call us +91 44 4204 9669

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