

Overview

The Food Ordering and KIOSK Platform is a comprehensive system designed to enhance customer experiences and optimize restaurant operations. With a focus on seamless food ordering, delivery, and in-house kiosk functionalities, the platform combines modern technologies to cater to both customer preferences and operational efficiency. By integrating leading tools such as Deliver Act for menu management and Light Speed POS for payment processing, the platform ensures streamlined services across multiple touchpoints, fostering customer loyalty and operational excellence.

Problem Statement

- Restaurants face challenges in managing diverse ordering channels while maintaining operational efficiency and providing an engaging customer experience.
- **Inconsistent Menu Updates:** Managing menus across different aggregators can lead to errors and customer dissatisfaction.
- **Operational Overheads:** Manual order processing and payment handling increase errors and reduce efficiency.

Solution

- The platform offers an all-in-one solution, integrating advanced technologies and third-party services to address the identified challenges.
- The system includes a user-friendly mobile app, IPAD-based kiosks, and seamless integration with menu management, POS systems, and delivery services.
- These features collectively enhance restaurant operations, improve customer satisfaction, and ensure consistent service delivery.

Core Features

★ Food Ordering via Mobile App or Website

- Customers can easily place orders for delivery or pickup, providing flexibility and convenience.
- Increases order volume by providing easy access to menus and promotions.

★ IPAD-Based Self-Ordering Kiosks

- Allows customers to place orders directly at the restaurant, reducing wait times and reliance on staff.
- Enhances in-store customer experience and streamlines operations.

★ Deliver Act Integration for Menu Management

- Syncs menus across aggregator platforms, ensuring consistent updates and avoiding discrepancies.
- Reduces manual errors and maintains uniform customer experience.

Challenges

- ✓ **API Reliability:** Unpredictable failures in third-party APIs can disrupt ordering and delivery processes, impacting customer satisfaction.
- ✓ **Complex Dependencies:** The reliance on multiple third-party integrations adds complexity to troubleshooting and maintenance, making operational continuity challenging during outages.

Solution

- 💡 **Error Handling and Retry Mechanisms:** Mitigated API reliability issues with robust error-handling protocols and retry mechanisms to ensure continuity during disruptions.
- 💡 **Centralized Monitoring and Management Tools:** Developed tools to oversee third-party integrations, allowing quick identification and resolution of issues.

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Screenshots

