

Success Story

Developing a restaurant management system for an African fintech firm

Customer

InTouch

Country

Senegal

Industry

Fintech

About The Client

InTouch is a Pan-Africa fintech firm specializing in payment solutions and digital service aggregation. They offer a single-account, multi-channel, and modular payment system that supports over 3,000 businesses and 60,000 TouchPoints in 16 countries. InTouch's comprehensive solution includes payment acceptance, loyalty programs, digital credit, real-time reporting, mass payment, invoicing, deferred payment options, and intercontinental settlement, ensuring secure and efficient transactions across Africa.

Technology Stack

 ANGULARJS by Google	 Java
 Firebase	 MySQL

Business Situation

Having solidified their presence in the digital payment space, InTouch identified another opportunity for expansion within the African market. Despite the widespread adoption of digital solutions in various sectors, the hospitality industry, particularly restaurants, continued to struggle with manual processes for table reservations and food ordering. These traditional methods often resulted in long waiting times, and errors in booking management. Moreover, the absence of digital food ordering platforms limits customer convenience and hampers revenue generation potential for restaurants.

Recognizing this untapped market potential, InTouch sought to leverage its expertise and expand its services into the hospitality industry. The aim was to disrupt the status quo by introducing a comprehensive digital solution tailored specifically for restaurants. This solution, named “Restopay”, would empower restaurants to modernize their operations and better cater to the evolving needs of their customers.

In pursuit of this vision, the client sought a strategic technology partner with a keen understanding of the African market dynamics. After thorough consideration of various options, they selected Unthinkable Solutions due to its proven track record, flexible approach, and expertise in key areas such as restaurant management systems, payment gateway integrations, and process automation.

Through collaborative brainstorming sessions, Unthinkable Solutions and the client outlined a comprehensive set of requirements, which included:

- ✔ Developing an intuitive and easy-to-navigate interface for the Restopay, catering to both restaurant staff and customers.
- ✔ Implementing a robust reservation management system that allows restaurants to efficiently manage table bookings, including real-time updates and customer preferences management.
- ✔ Integrating a digital menu feature within the app that enables restaurants to showcase their offerings with high-quality images, detailed descriptions, and pricing information.
- ✔ Developing a streamlined order management system that facilitates order processing, tracking, and fulfillment.
- ✔ Integrating InTouch payment gateway solution to enable seamless and secure transactions within the Restopay.
- ✔ Implementing advanced analytics and reporting capabilities to provide restaurants with valuable insights into their operations and customer behavior.
- ✔ Creating a centralized dashboard for restaurant owners and administrators to monitor and manage various aspects of their operations.

The Solution

The project began with our collaborative 'Discover and Frame Workshop' where the Unthinkable's business analyst team and Intouch SaS team engaged deeply to outline the product's vision and specific needs. This workshop was vital in laying a solid foundation for the project, ensuring that the product blueprint was precisely tailored to the client's objectives.

After this initial step, our product designers conducted in-depth user research to understand the behaviors, needs, and pain points of the target audience. After mapping out the entire user journey, they developed interactive prototypes to visualize the layout, flow, and functionality of the platform.

Following this, our software architects worked on outlining the optimal architecture of the platform. They focused on making sure it would provide scalability and security, taking into account all the technical aspects.

Keeping in view the client's future expansion plans, business model, and service offerings, our team came up with the most efficient technology stack for the restaurant management solution – Angular for the frontend, Java for the backend, MySQL for the database management system and Firebase for efficient and real-time data retrieval at client and waiter app.

The solution we designed was focused on making restaurant management easier, allowing owners to streamline workflows and improve the dining experience. The key features included:

Reservation management

The solution offered a robust reservation management system that allowed customers to book tables in advance. The system provided a seamless interface for checking table availability, selecting preferred dining times, and making reservations. Restaurant staff could view and manage these reservations in real-time, ensuring optimal seating arrangements and reducing wait times. Additionally, the system generated unique reservation codes and offered filters for viewing reservations based on date, time, and status (e.g., active, canceled, completed).

Food ordering system

The food ordering feature allowed customers to browse the menu, customize their orders, and place them directly through the application. The system supports multiple menus, such as breakfast, lunch, and dinner, and allows for dynamic updates to the menu items. Customers could see detailed descriptions and images of dishes, select portion sizes, and add side dishes or drinks to their orders. The backend tracked order statuses, enabling staff to update customers on the progress of their orders in real-time. Additionally, the system supported various payment methods, including cash and online payments, with options for split and multiple payments.

Room service

For establishments offering room service, the solution integrated a dedicated module to handle room service orders efficiently. Guests could place orders from their rooms using the application, specifying their room number and desired delivery time. The system flagged these orders for the waitstaff, ensuring prompt delivery. The interface included options for guests to request additional services or amenities, enhancing the overall guest experience. Room service orders were seamlessly integrated with the hotel's billing system, allowing for accurate and timely billing.

Planned order management

The platform included a feature for planned order management, enabling customers to schedule orders in advance. This was particularly useful for events or special occasions where precise timing was crucial. Users could select their desired dishes, set the delivery or service time, and make any special requests or instructions. The system ensured that these orders were highlighted for the kitchen and waitstaff, guaranteeing timely preparation and delivery. This feature also included reminders and notifications for both staff and customers to ensure smooth execution.

Delivery management

The delivery management system was designed to handle both in-house and third-party deliveries efficiently. Customers could place delivery orders through the app, entering their address and contact information. The system generated a unique QR code for each delivery, which was used to track the order status and ensure accurate delivery. Restaurant staff could assign orders to delivery personnel, track their progress in real-time, and update customers on the delivery status.

Admin panel

The admin panel, built using JetAdmin, provided a comprehensive dashboard for managing all aspects of the restaurant operations. Administrators could view detailed analytics on orders, reservations, and customer feedback. The panel included tools for menu management, allowing admins to update menu items, prices, and availability easily. It also supported staff management, enabling the assignment of roles and responsibilities, monitoring performance, and handling payroll. The system was designed with robust security features to protect sensitive information and ensure compliance with industry standards.

Chef portal

The chef portal was a crucial component of the solution, designed to streamline kitchen operations and improve communication between the kitchen staff and the front-of-house team. Chefs could view incoming orders in real-time, organized by priority and preparation time. The system allowed chefs to update the status of each dish, from preparation to completion, providing a clear view of the kitchen's workflow. This ensured that the kitchen operated efficiently and that all dishes were prepared to the highest standards.

Waiter portal

The waiter portal was designed to enhance the efficiency and effectiveness of the restaurant staff in delivering top-notch service. Waiters could use the portal to view active tables, manage orders, and update the status of each table. The system provided tools for adding special requests, handling split bills, and managing tips. The portal also enabled waiters to communicate directly with the kitchen and management, ensuring that any issues or special requests were promptly addressed. By integrating these functionalities, the waiter portal helped improve service speed, accuracy, and overall customer satisfaction.

The Impact

The implementation of the restaurant management solution brought tangible benefits to Intouch SaS's operations. With over 45 restaurants seamlessly integrated into their ecosystem and more than 10k successful orders placed, the impact has been profound.

By automating reservation, ordering, and delivery processes, the platform liberated staff from mundane tasks, allowing them to focus on delivering exceptional service. Recognizing our dedication, Intouch SaS has extended the partnership, entrusting us with the addition of new features such as loyalty management, timed discounts, and promo codes, further cementing our collaborative success.

Is there a digital platform you want to build or take to the next level?

Setup a personalized consultation with our technology expert.

Let's Talk