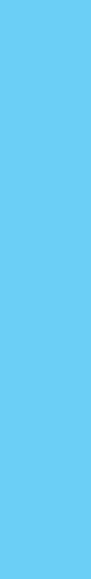


Restaurant Solution





At the heart of a successful restaurant, lies speedy and efficient delivery. Serving tasty food of consistently high quality, at competitive prices, with impeccable customer service ensures a loyal customer base. This enables restaurants to gain and retain a competitive edge in an increasingly competitive environment, while controlling operational costs and maintaining profit margins. Businesses, thus, opt to negotiate the fast-paced restaurant industry with solutions that bring key variables such as information, systems and people on one platform. The seamless integration of technology with front and back-end enterprise operations helps improve the management of transactions, complex inventory, customer self-service capabilities, high volume sales and cash flows. More significantly, the right solution helps businesses offer efficient operations and top-of-the-class customer experiences.

Towards this, we, at Tata Consultancy Services (TCS), have designed and developed our comprehensive made-to-order iON Restaurant Solution. Our solution is specially designed to consolidate customer and other restaurant- related functions. This gives restaurants the operational visibility, flexibility and control you seek to create lasting impressions on a growing customer base.

Overview

Our solution caters to different business formats such as dine-in, self-service, home delivery and dispatch. The solution is integrated with the Human Resource Management Solution (HRMS) for employee leave and attendance and sales data is auto-posted to Finance

and Accounting. The iON Restaurant Solution is also integrated with a procurement and inventory solution for centralised procurement and inventory management. In addition, the iON Restaurant Solution is now touch- screen-enabled for faster operations.



iON Restaurant Solution Overview

Benefits

Our iON Restaurant Solution propels your business to new heights. You benefit from:

Technology empowered operations

- Our solution sets in place an intuitive, fast and accurate Point-of-Sale (POS) service. This supports multiple formats such as dine-in, self-service billing and home delivery, with options for multiple tender types, bill hold, bill void and manual invoicing;
- An interactive menu displays 'hot' sellable categories to facilitate the selection of items. This feature is linked to the Kitchen Order Ticketing (KOT) and billing, ensuring faster processing of orders and billing.

Improved customer service

- An efficient POS eliminates the risk of your customers walking away due to long queues and assures higher throughput and sales during peak business hours;
- An intuitive POS helps customise home deliveries and table reservations, leading to greater customer satisfaction.

Enhanced profitability

- Comprehensive waste management options improve the management of materials and enhance profitability;
- The food costing capabilities of the solution track the actual cost of the food and calculate the cost of goods sold, thus monitoring profitability levels.

Better inventory management

- The solution facilitates the capturing and tracking of local, imprest system and central purchases. Processing transfer requests between stores online, saves precious time and helps increase sales and customer satisfaction;
- Our solution has the capability to seamlessly integrate systems while the robust inventory handling features help you manage inventories at the outlet level.

Informed decision-making

- Streamlined and seamlessly-integrated business processes and functions ensure consistent data quality, increased accuracy and quick access to information for critical decision-making;
- Advanced reporting options facilitate faster and informed decision-making. The solution's inbuilt futuristic decision-support reporting options scale up to meet the requirements of a growing business.

iON Restaurant Solution Functionalities

- **Day start.** As a user logs into the application, the 'day start' activity starts. The iON Restaurant solution typically includes a checklist of tasks to do before starting the day, as well as captures important readings, such as the gas or electricity consumption readings of the previous day. The solution offers an attendance register for the store manager to mark the attendance of employees who do not use the solution. A white board feature also facilitates communication between different application users, such as employees handling different shifts.
- **Dine-in.** Kitchen Order Tickets (KOTs) are generated for a table number and include the details of the items ordered by the customer. Special requests from customers may also be captured so as to inform the kitchen to take care during preparation. Value-based add-ons may also be added to the item. KOTs are printed on a printer located in the kitchen, with the possibility of session-wise printing. The solution also has the option to void/cancel the entire bill or only a particular item in a KOT. Going forward, the solution will include a Central Kitchen Catering format.
- **Cashing-out a KOT.** KOTs may be cashed-out or billed for a table. The solution allows the creation of manual bills in case of electricity outages. Bills raised manually may then be entered into the solution before the respective day closes. Manual bills capture a running bill number and are required to log the table number or name against which it is made, the payment mode and the items billed. The solution also supports billing for occupants of rooms who use the restaurant as a house-guest – either by dining in the restaurant or by ordering from room service on the account. The solution offers the flexibility for customers to make part payments on a single bill and change their payment mode. Bills may be cancelled, reprinted, settled into complimentary mode, without tax, or discounted, or settled as staff meals. Tables may be managed – joined together or split – with the idea of setting up the area for maximum revenue. Bills may be split as per defined categories or guest request.
- **Home delivery.** Our solution handles home delivery style of operations too. Customer profiles may be searched with contact numbers to view the customer's previous order details. This helps the person taking the order to refer to the customer's previous orders and ask for a repeat of the same. Just by clicking the repeat order button, the previous order is instantly converted into a new order.

- **Dispatch.** The status of a customer order is tracked via the dispatch module. Once the order is ready, it is assigned to a delivery boy and tracked till it is finally settled. Our solution gives you the ability to track the speed of delivery.
- **Recipe.** Our solution enables you to define standard recipes for various order types, such as À la carte, Staff, No-Charge and so on. This is then made available at the POS and allows the chef to view it. This process eliminates the need to print recipe manuals. The latest update of recipes is always available at each POS.
- **Inventory.** This aspect of our solution helps manage raw materials, finished goods, assets and wastages taking place across days, weeks or months. Stocks are updated after a day's billing is completed. Wastages of food items are taken into account using a recipe-based stock consumption or update.
- **Business parameter.** This feature helps set up the system as per business requirement and style of working. Since this solution is made using the best practices for hospitality, your business, depending on its size, has the ability to configure (enable/disable) options for the end user.
- **Purchase and receiving.** Local purchases are made wherein purchase requests are raised and sent to the head office, where the purchase order is placed with preferred vendors and the store then receives the goods against a GRN (Goods Receipt Note). This facilitates imprest purchases for predefined day-to-day items. Central purchases may be made wherein the head office directly creates a purchase order for all stores against consolidated purchase requisitions from different outlets; the local stores may receive goods based on the order placed.

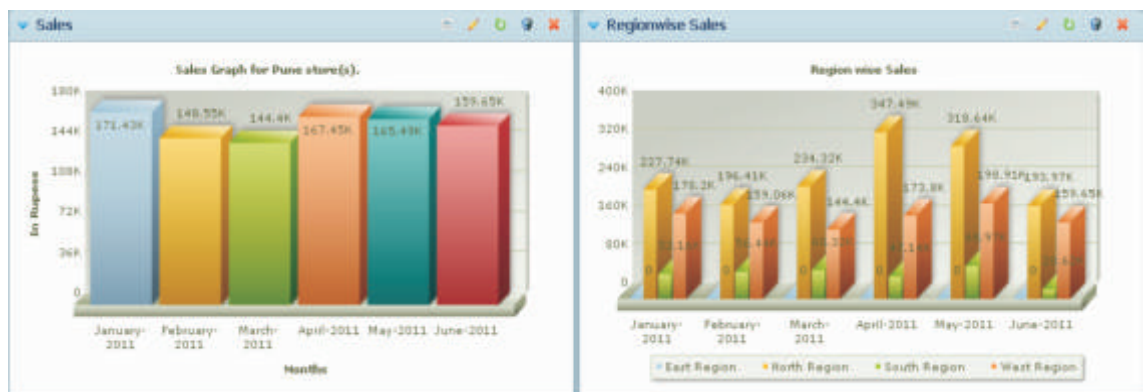


Kitchen Order Ticket (KOT)

- **Material transfer.** The request of materials may be raised from one store to another. This request flows to the requested store based on the items that are issued. The order may also be rejected. Once the items are received, the issued information is available instantly to accept, reject, or short receive the order. This helps in faster flow of information and execution of a request without manual paperwork.
- **On demand sync.** Store sales, bills, inventory, cash collected and other data are regularly updated in the head office. This sync is scheduled within the store to take place at the day's end, after the closure process is completed. The update may also be generated manually for a previous date. The update happens through a secured FTP, in the background,

without hampering regular work. The update may include the download of essential files from the head office to the store, such as the article master data, tax codes and rates and category discounts.

- **Day-end.** Day-end includes a set of activities to be performed before the store closes. This encompasses activities such as updating stock, recording wastages during the day, capturing utilities End-of-Day (EOD) readings, reconciling cash and uploading data to the head office.
- **Sales dashboard.** Sales dashboards are available to the top management and head of departments to track the performance of the organisation. This may be drilled-down to region, city and outlet. Sales comparison across regions is also available.



Sales Order Dashboard

Our Restaurant Solution generates pre-configured reports for various activities of the business. Some of the reports available at head office and the outlet are:

- Manual bill report;
- Bill-wise report;
- Category wise report;
- Void bill report;
- Sales register report;
- KOT bill reconciliation report;
- Discounted bill report;
- Posting report;
- Tax-wise sales report;
- Item-wise sales report;
- Shift report;
- Bill print report;
- Combo analysis report;
- Hourly sales report;
- Home delivery analysis report;
- Stock register report;
- GRN report;
- Wastage report;
- Negative stock items report;
- Purchase order report.

Why iON

iON provides comprehensive solutions that address varied IT requirements. From network to ERP, iON is offered as a single service, in a pay-per-use model, allowing you to leverage the solution's true potential. iON ensures integration of all processes along with ease of use.

iON promises:

- **High performance in normal broadband;**
- **Stringent security and data privacy;**
- **Guaranteed availability (99 per cent uptime);**
- **Disaster recovery;**
- **Reduced need for IT staff.**

iON, therefore, manages your processes while you use the software. You gain from:

Integrated solutions

We ensure that all your solutions are connected. For example, if you are using a CRM along with an ERP, and have a document management system to organise your files, we ensure that these solutions are connected and work as one. So for you, it is simply IT and not applications.

Increased agility

We bring in the agility to keep pace with changing processes or a new line of business. We help you configure the processes to work differently or simply choose new practices recommended by the software. Our activation system flags on best practices while the system is running. As you pick and choose, we give you more options to choose from.

A pay-as-you-use model

This model eliminates capital investment as we provide the IT infrastructure and software on rent. You pay as you use and only for the number of users who actually use the software. The rent is charged monthly. Typically, the cumulative rental for three years is equal to the capital cost of acquiring similar or lesser software with one-time payment. Usually, the ROI exceeds rental within three months, when best practices are well followed. The rental includes maintenance and training, with no hidden costs.

Personalised solutions

Although this is a cloud service, the software is configurable to each business. You will always get the flavour of your own business by picking and choosing what processes you would need.

Automatic upgrades

We continuously invest in our solutions to ensure best practices. We enrich the software based on user feedback and business and statutory changes. We ensure the upgrade without disrupting the user.



TATA CONSULTANCY SERVICES

Hardware + Network + Software + Services

About iON

iON is Tata Consultancy Services' strategic unit for Small and Medium Business. iON provides end-to-end business solutions to the SMB segment, the growth engine of the economy. iON caters to the needs of multiple industry segments with best practices gained through TCS' global experience, domestic market reach, skills, know-how and delivery capabilities.

For more information, visit us at www.tcsion.com

Contact

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About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

For more information, visit us at www.tcs.com

IT Services
Business Solutions
Outsourcing

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