

IPCS 9Clients | Customer service process optimisation

IPCS by 9Solutions

The 500-seat restaurant is especially crowded during the summer buzz. The restaurant offers a variety of dining options, such as a traditional buffet and an à la carte menu. When a customer selects a meal from the à la carte menu, he or she receives a numbered plate, based on which, the waiter delivers the correct meal to the correct table when the meal is ready.

Problem: Waiters are struggling to find customers

The restaurant is a large one, and a section of the dining facilities is located outdoors. Waiters struggle to find the waiting customers both in and outside, since the dining area is so vast. Searching for the customers takes a lot of time and people may have to wait too long for their meals. In addition, the served meal may cool down.

Solution: IPCS by 9Solutions

An IPCS system was installed in the restaurant. The system displays, on a standard web browser, where the customer sits awaiting his or her meal. When a customer orders a meal, he or she receives an intelligent Asset Tag. The location of the tag is displayed on the IPCS graphical user interface on the dining room floor plan. The tag position indicates the area where the customer is sitting. When the ordered meal is ready, the waiter checks from the IPCS graphical user interface where the customer is sitting. Now, the waiter is able to deliver the meal directly to the correct place.

When a customer takes a tag away from the cashier, the system starts to calculate the customer's waiting time. The waiting time is expressed in the system as colour codes. Waiters can see the current status at a glance; all orders have a colour code, green, yellow and red, indicating the time elapsed from the order. In this way, the waiters can prioritize the delivery of meals during rush hours. If the service promise for delivering meals is in danger of being broken, an alarm can be sent to a separate LED display in the kitchen. The system speeds up the restaurant customer service significantly. Faster service increases customer satisfaction and, as a consequence, increases the turnover of the restaurant. The system can generate statistics, which can be used to monitor delivery times and their trends. With the Touch-to-sign feature of the IPCS system, the waiter can acknowledge the delivery of a meal by touching the customer's Asset Tag with his or her ID Badge Tag. In cases of threatening situations, waiters can call for help or send emergency alarms by using the buttons in the ID Badge Tag user interface.

9Solutions Indoor Positioning and Communication Solution (IPCS) is a wireless real-time positioning system that can track the location of people, assets and goods within your facility.

The Benefits of IPCS

- ✔ Quick and easy installation. There were no changes made to the restaurant's electrification or communications configuration. The system installation was carried out in a few hours.
- ✔ No software installations. The web browser will be adequate. The restaurant only needed one touch screen computer, where the waiters can view the location of the customers waiting for their meals within the restaurant's premises.
- ✔ Ease of use. At the beginning of the installation, you add the floor plan of the restaurant to the system and determine the different areas. After the installation, you do not need to enter any data to the system. Waiters check the location of the customer from the screen, deliver the meal, and return the tag to the cashier. That's it.
- ✔ Software as a service. The restaurant and tag monitoring system is provided as a cloud service. The restaurant staff do not have to worry about server operations; employees can concentrate on their work. Since the IPCS system is not installed on local servers, it does not burden the local IT staff.
- ✔ Low maintenance costs. The system self-diagnostic alerts the 9Solutions control room in the case of a fault situation. Problems can often be corrected remotely should they occur. If the problem requires an on-site visit, 9Solutions will send an error report to the local partner within 15 minutes after the occurrence of the problem.

Combination of solid Bluetooth technology platform and 9Solutions' strong IPR portfolio has enabled us to build a unique product.

The IPCS sets new RTLS performance standards.
It is built on robust wireless Bluetooth technology, used in over 3 billion devices globally.



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