Case Study : GCPOS

End customer is the user/cashier/barista.

Engagement Summary

✓ USA based organization which improves customer experience for ordering drinks.

Challenges

❑ Improve operations for store customers
❑ Lot of waiting time for customers and users
❑ Displaying and taking orders quickly for desired modifiers and menu items
❑ Payment system
❑ Loyalty rewards
❑ Printer connections + PAX
❑ Internet connection breakout
❑ Attendance of employees
❑ Completing mobile + web orders

Solution

- Taking orders and adding products to cart + making huge orders as parked orders to attend customers
- Reducing waiting time through proper updates + quick checkout
- Opening customization screen for selecting modifiers and variety of options.
- Displaying various payment portals and their connection for easy payments
- Including loyalty program for customers to receive and make orders with the allotted points
- Integrating receipt printer, label printer and EMV reader for user invoice and various other formats.
- During internet breakdown payments are not interrupted and EMV reader is used to achieve that
- Clock In and Clock Out Feature for employee's attendance
- Taking mobile + web orders and preparing them.

Results

✓ Improved customer satisfaction
✓ Easy orders and refunds
✓ Conveniently completing mobile + web orders
✓ Printing data on receipts and labels for user and customer check
✓ Offline capabilities which keep the business running
✓ Improving store checks due to attendance feature
✓ Easy updates and changes on menu items, categories and prices