

Handheld solution for a food store chain

Client: Food Retailer
Location: USA

Client Description

One of the world's largest professional Food Service Retailers, the client has over 30,000 restaurants spread across in over 119 nations.

Business Need

The client wanted to improve the efficiency of the Drive-Through Customer Order Handling Process to solve existing issues in the prioritization of the orders. While doing so, the client also wanted to automate the inventory management system to save their store managers' time.

Solution Offered

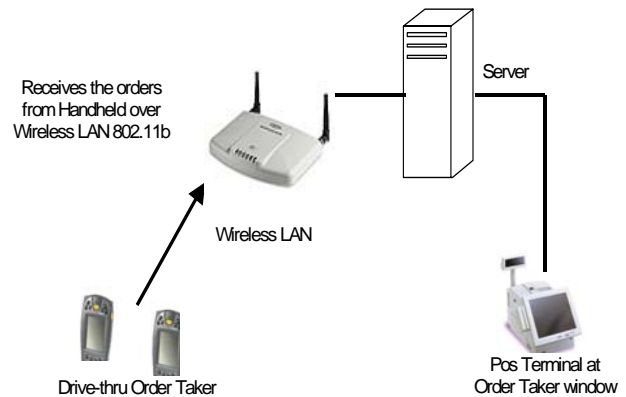
The client wanted a solution that would ensure fast and accurate order handling. With its deep knowledge in the PDA and WinCE environment, Blue Star Infotech (BSI) suggested a wireless solution to solve the customer's problem.

As the solution was to be designed for short distance operations, BSI suggested usage of LAN 802.11b protocol and a compatible handheld device.

The set-up of the wireless solution is shown in the figure.

The restaurant employee takes the order using this application. On the completion of the order, customer is informed about the price and the order data is sent to Point of sale terminal via ISP (In Store Processor).

The inventory application developed by BSI would help the store manager to use the hand-held to update their inventory and stocks information.



TECHNOLOGY

- MS Embedded Visual C++, MS Visual Studio 6.0, MS ActiveSync
- PocketPC 2000 SDK, WinCE SDK, PocketPC 2002 SDK
- Access Points & Handhelds

Benefits to the Client

- Quick point solution from BSI to a process issue
- Improved efficiency in handling the drive-through customer orders resulting in higher levels of customer satisfaction for the client
- Automation of the inventory management resulted in saving time for client's store managers improving the overall productivity

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