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What Implementing a **Full-Service Mobile Solution** Can Do for Your Restaurant's Productivity and Profitability

The State of the Restaurant Industry

Today, more than ever, both single- and multi-unit restaurants face a variety of challenges and are leveraging technology to transform operations and provide new growth opportunities. From labor shortages to changing consumer behavior, restaurants must find new ways to improve speed and accuracy to meet increased customer demand. Hospitality businesses are evaluating every aspect of their operations to determine how technology can elevate their brand and enhance customer experiences.

As a result, restaurateurs are reevaluating technology partners, with many shifting towards total or full-service mobile solution providers. Leading providers offer a unique combination of hardware, software, services, and in-depth industry business consulting practices that connect the technology and services purchased to return on investment (ROI).
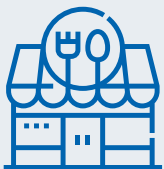
32% of restaurateurs report that installing a new POS system was a priority.

Restaurants who use customer-facing POS tablets for tableside ordering and payment have seen table **turn times improve by 15%**.

Benefits of a Full-Service Restaurant Technology Solution

When it comes to streamlining operations and implementing a full-service mobile solution into your restaurant, you want a fully integrated system encompassing all aspects of your business. This means front and back of house operations, managerial to waitstaff activities, and even external needs like device repair services, exchanging and deploying within your fleet, and getting support when technology may go down.

By consolidating all these services and more, it dramatically improves not only workflow and operations but the guest experience as well.

Explore how restaurant mobility solutions can change the game by offering an affordable, all-in-one solution for any time, anywhere access to your mobile fleet, additional products, custom mobile accessories, and support.

Choosing the Right Full-Service Mobile Solutions Partner

A detailed checklist of what characteristics your restaurant should consider when evaluating Managed Mobility Services Providers.

- ☑ Cultivate strong relationships with industry-leading hardware and software vendors
- ☑ Design solutions to meet the unique needs of your business
- ☑ Successfully integrate and deploy full-service solutions encompassing hardware, software, and services
- ☑ Manage the entire IT lifecycle without outsourcing
- ☑ Possess in-depth industry experience with a proven customer install base
- ☑ Offer global or national reach for comprehensive enterprise-wide support
- ☑ Deliver real-time reporting and visibility into the status of technology deployed

Create Memorable Customer Experiences

Elevate the guest experience by mobilizing your workforce and allowing staff to complete tasks right at the table. Quickly expedite order-taking to improve accuracy, communicate orders in real-time directly to the kitchen to streamline food preparation, and accept payments tableside. As a result, you'll effectively eliminate unnecessary delays in the customer checkout process and increase table turns to foster a smoother, more efficient dining experience. Guests are sure to leave with a positive and memorable impression of your restaurant.

Improve Your Bottomline

A study uncovered that by using technology, both customers and waitstaff can be prompted for upsell opportunities. Customers who place orders at self-service kiosks typically purchase 10 to 30% more than those who engage with restaurant employees. Leveraging technology to boost staff efficiency is now a pivotal strategy. By embracing tech-driven solutions that eliminate manual tasks, restaurants can optimize their workforce and stay competitive.

Increase Speed of Service

Studies show that 69% of customers state long lines and wait times as having the biggest impact on a positive customer experience. As customer demands increase, so does the need to improve speed within your restaurant operations. Using mobility and self-service kiosk solutions eliminates or reduces line queues and table wait times to streamline the reservation and order-taking processes. In addition, with a full-service solution, you can further speed up order delivery times by connecting our mobile devices with your kitchen display system (KDS).

Improve Accuracy

Nothing spoils a customer experience more than an incorrectly prepared meal. Easily reduce human error in restaurants by automating the order-taking and payment process. Orders are digitally transmitted through mobile POS devices and self-service kiosks, minimizing miscommunication and order entry errors. Mobilizing your inventory management process can lead to productivity gains and accuracy improvements, reducing the likelihood of overstocking, spoilage, or shortages. Create an environment that's more reliable with error-resistant operations.

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Restaurant Mobility Solutions

To receive all the benefits of restaurant technology, operations must partner with a full-service provider that offers device protection, efficient processing, and secure payments. Explore what solution your restaurant needs.

Tablets, Kiosks, and Digital Signage

Mobile devices like ruggedized tablets, kiosks, and digital signage are the tools your business needs to streamline operations. A full-service mobile provider will ensure these devices are customized to suit your restaurant's requirements, keeping you competitive in the rapidly evolving digital landscape.

Customizable Mobile Accessories

Create the exact solution you need with our customized mobile solution accessories. Include a docking station for charging ease and organized countertops, implement ruggedized tablets for durability and device longevity, or improve your seamless workflow with our dock and pay solution, turning mobile devices into stationary tablets. The possibilities are endless when your mobile device solution is powered by the best in the business.

Mobile Device Management (MDM)

When it comes to mobile device management, you want to know where every asset in your fleet is at all times. With MDM software, you can enable modules based on your restaurant's needs and monitor all your devices, near and far, to ensure security, device health, accessibility, and so much more.

About MTech

At MTech, we take pride, as a Certified Minority Business Enterprise (MBE), in having diverse experts who offer the industry's most comprehensive range of mobility and IT services. We understand the unique needs of enterprises, and our solutions are designed to address them with ease. Based in Jupiter, Florida, our headquarters serves as the hub for our global operations.

Global Locations

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Americas
Jupiter, Florida

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EMEA
Wexford, Ireland

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Asia
Shenzhen, China