



Melbourne-based software company OrderMate provides tailored point of sale systems and wireless technology to the hospitality industry, including restaurants, cafes, bars and hotels.

The company's key point of sale products include WaiterMate, a touch screen terminal system, and PocketMate, a full colour hand held ordering device to assist restaurant staff in taking orders and relaying this information back to kitchen areas and WaiterMate terminals instantly.

WaiterMate has an administration tool that focuses on being easy to use, enabling users to view the venue's financial takings, either in the outlet or remotely. Restaurants or bars enter their food and beverages data into the OrderMate system, which keeps a tally of the sales they are doing for the day.

Using the MessageNet text messaging system, OrderMate now offers its clients the ability to download and view up-to-date details of the takings of individual outlets as well as the combined takings from multiple venues.

At the end of each day clients can receive an SMS text message of their daily takings. Clients can also get their takings information at any time by sending an SMS with the word "sales" to their restaurant. They then receive an almost instantaneous read-out of how the restaurant is going.

"MessageNet was the most practical solution for our needs, given it was very easy to integrate with our system and offers a range of features," says OrderMate technical manager Shannon Hautot.

"We're looking to expand what we provide our clients in the future so they can get even more detail," Mr Hautot says. "If they just want to know their takings, they can get their takings, or if they want to know what sorts of things are going through the system, like discounts or complimentaries, they will also get all that information as well.

"Following that, we will most likely put the SMS integration into our loyalty database so that our customers can send SMS messages to their customers with any promotions they have coming up or discounts that they can get on food and beverages.

"For example, they could SMS all their customers on a Friday night as they're driving home, basically saying 'do you feel like cooking tonight or coming out for a pizza?'

"From there the applications of what we can use it for are almost endless. I can imagine there will be a lot of room for expansion on what sort of things they want to SMS out."

Mr Hautot says that using the SMS feature through OrderMate is straightforward.

Customers simply require an internet connection and schedule a default time to receive takings information. They can schedule to receive an SMS on as many mobile numbers as they like, as many times as they want.

The system really comes into effect for owners of more than one restaurant. “Within two minutes you can receive the takings of all your restaurants without having to spend 20 minutes on the phone to each one,” Mr Hautot says.

The system also works overseas, and some customers have used the system to receive takings information even while travelling.

Company Profile

OrderMate is a Melbourne-based software company specialising in fixed and wireless point of sale systems for the hospitality sector.

Its clients include restaurants, cafes, bars and hotels around Australia that require systems that are fast, easy to use and efficient

The Challenge

Clients are increasingly demanding the ability to access their financial data, including takings information, remotely. With some clients owning multiple restaurant venues, OrderMate needed a solution that could allow them to easily access and receive this information at-call.

The Solution

MessageNet has been easily integrated into the OrderMate system, enabling users to request their takings information by SMS and receive an almost instantaneous reply to one or multiple mobile phones. Users can also easily program the system so they receive regular SMS messages with their restaurant takings daily or at other set intervals.

Benefits

Easy to integrate into the OrderMate system

Provides customers with required information directly, at-call

Significant call cost savings

Additional “value added” feature for customers