

## **Modern technology revolutionises Ireland's favourite old-time diner.**

### **Eddie Rockets Signs Deal with Captiva Software to install Wireless Waitressing System**

**Captiva Software, the market leaders in the Pizza Home Delivery market, Restaurant Point of Sale, Casino, Membership packages for golf courses and many more has recently installed a wireless waitressing system in 5 of Eddie Rockets diners.**

As a quick service restaurant Eddie Rockets are constantly looking at ways to reduce queue time, speed up order taking and reduce errors throughout the serving process. Eddie Rockets decided to invest in wireless waitressing technology to enable accuracy of ordering, reduction of error, reduction of dockets and also to speed up the payment process.

Captiva Software, a successful Dublin based IT reseller introduced Eddie Rockets to the Casio IT10. The company has over 10 years experience in the industry and work very closely with their clients to find a solution that works. Opened 7 days a week 11 hours a day battery life is a crucial factor! The solution is water-splash proof; dust proof and rugged allowing it to withstand rough handling particularly in severe conditions. Built to withstand heavy environments and has a long battery life, crucial in Eddie Rockets case. The removable rechargeable battery pack has a capacity of 2,300 mAH which provides up to 24 hours of continuous use from a single charge. The high resolution screen gives superb clarity to the waiting staff and is also neat and compact, small and flat allowing easy handling.

Previously the chef could potentially receive up to 8 dockets per order all hand written. This has now been eliminated completely as all orders are printed to the kitchen printer. This reduces the likelihood of an incorrect order going to a table and maximises the use of the chefs time in the kitchen.

Ultimately the system has made for a more efficient and transferable waiting process. The system allows the waiting staff to manage their time reducing the length of stay in the kitchen or at the bar area. The staff have also seen an increase in the speed of service from the beginning of the meal to paying the bill at the cashier desk. The system also eliminates the risk of the cashier under ringing an order. It has also given management a sense of security of revenue as all transactions are captured in the system which can be efficiently reported on. By introducing the Casio IT 10 solution by Captiva Software the waiting staff can now serve two or three tables in a row without going into the kitchen enabling the staff to better manage their time. This allows the staff to also concentrate more on customer service at their tables. One of the major areas of opportunity is upselling – being able to maximise table space and waiters time. All in all the outcome of the wireless system has been extremely positive.

Commenting on the installation Edward Carty Managing Director Captiva stated, "With over 2 million people dining in Eddie Rockets each year there is a need to increase efficiency and reduce the time spent away from customers. The system allows the staff to manage their time and streamlines the reporting process"

"Eddie Rockets chose Captiva Software as they presented us with the best solution for our needs. The benefits of their solution are countless including an increase in speed of service and overall user friendliness." Jonathan Parkhill Operations Manager Eddie Rockets

**Captiva Software will be rolling out their Wireless Waitressing Solution to all 25 stores over the coming 12 months. Edward Carty of Captiva Software can be contacted on 003531 296 6166.**