



# A POWERFUL SOLUTION FOR A CHANGING WORLD

QikServe provides businesses with online ordering technology so they can **sell more and connect with guests better**



# All you need in an online ordering service

## Online and mobile ordering apps

- ✓ Branded and customizable
- ✓ Take out, to table, curbside and delivery options

## Management Dashboard

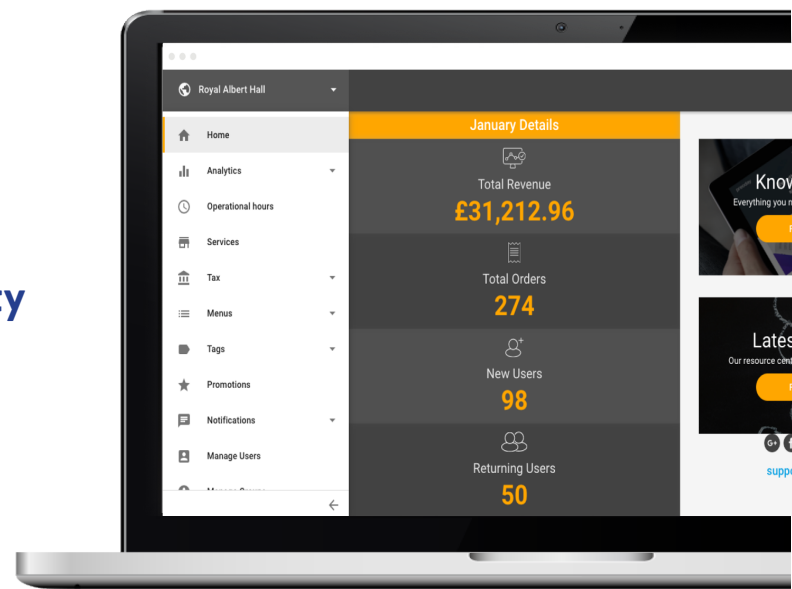
- ✓ Complete real-time control
- ✓ Set service parameters

## Ordering analytics and loyalty

- ✓ Personalized guest rewards
- ✓ In-depth data analysis

## Dedicated support

- ✓ Account manager support
- ✓ Marketing assistance





# A powerful solution for a changing world

The food, retail and hospitality industry has been permanently changed by the COVID-19 pandemic.

QikServe is a partner brands can trust as they deliver the digital transformation required to meet new social distancing, health and safety standards



**Pre-order** to minimize time spent on-site at venue



**Cashless** – pay ahead of time



**Take out and delivery** options include:

- Order ahead for take-out
- To-Seat
- To-Table
- Curbside
- Delivery (third-party integration)



**Complete control** over delivery and/or collection slots including order number capping

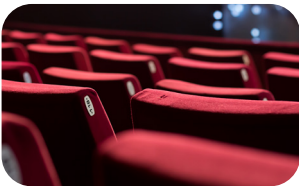




# How this could work for you:



**Order ahead** for take outs and cafes: Offer guests the option of booking a timed collection slot for take out.



**Order to seat** for theatres and stadiums: Give guests the option to have their refreshments delivered to their seats within the venue.



**Order to table** for bars and restaurants: Let guests order, pay for and receive their food, all without leaving their tables or contacting a server.



**Curbside collection** for take outs, retail and cafes: Offer guests the option of booking a timed collection slot for take out whilst helping to adhere to social distancing, health and safety standards.



**Delivery** for operators whose guests want meals delivered to their door.



# A wealth of options

QikOrder offers businesses a wide range of options, meaning brands can build a service suited to their business and own guest needs.

## Online ordering

- Integrated web-based platform
- Sits within a brand's existing website
- Works in sync with connected mobile app
- Cross-browser support

## Promotions and loyalty

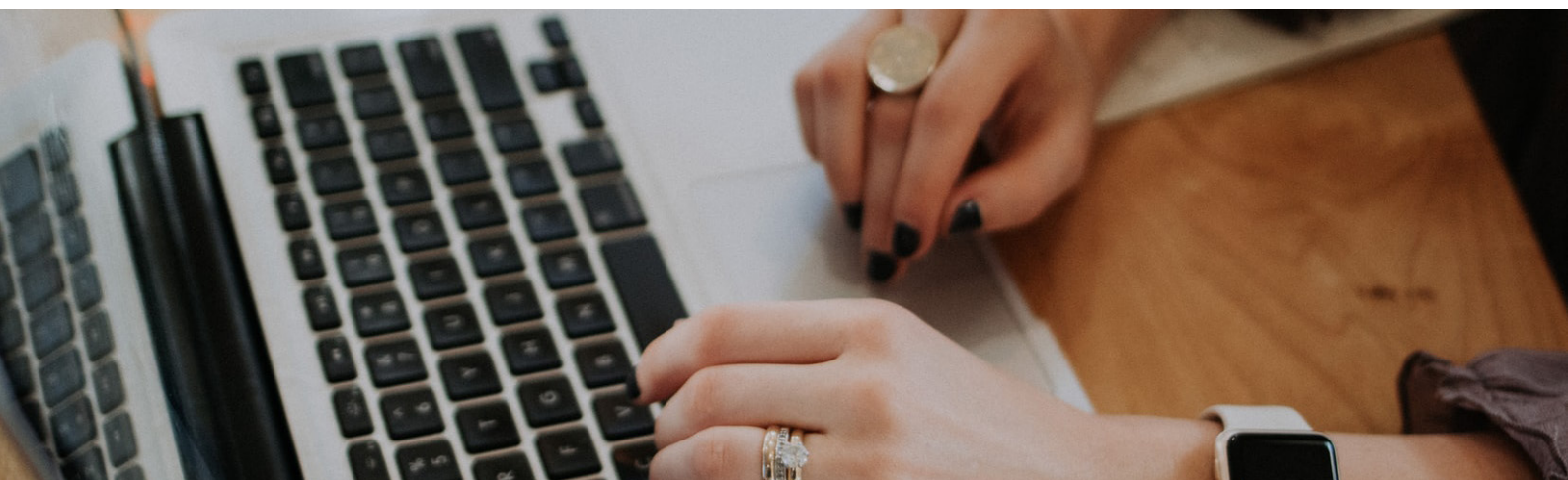
- Integrates with third party loyalty apps
- Several promotion and discount options
- Alert guests to the latest offers with push notifications

## Mobile ordering platform

- Fully customizable, including logos, product images and splash page
- Mobile payment options
- Android and iOS compatible
- Push notifications
- Standalone app or integrated

## Analytics dashboard

- Track metrics and sales data across sites
- Guest data, order history and spending habits
- Customizable reports
- Stock management
- Filter and export data



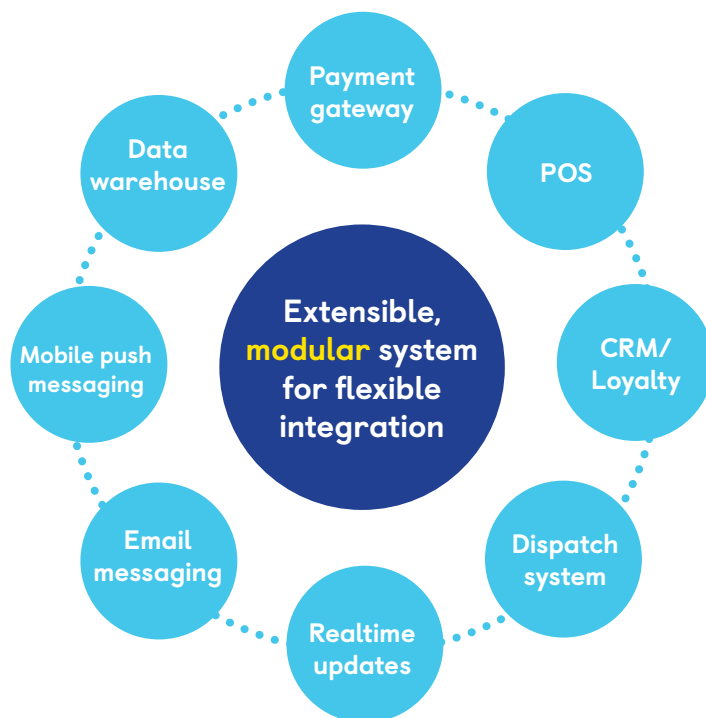


# A wealth of options

## Integrations

An open API enables easy integration to multiple partners

- EPoS
- Delivery co-ordination
- Loyalty
- CRM
- Allergen management
- Payment processors
- Printer integration

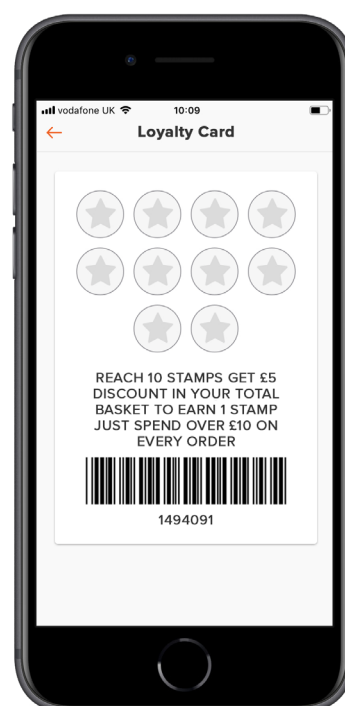


## Management dashboard

- Cloud-based, anytime, anywhere platform
- Throttle and order time slot control
- Customize the look and style of the interface
- Change settings, including menu, in real-time
- Manage multiple sites at once from the Global Dashboard

## Add extras

- Integrated web-based platform
- Facebook and Google Analytics integration
- To-seat delivery
- In-built loyalty card
- Hotline response
- SMS messaging







**QikServe's QikOrder platform provides complete, unimpeded access to [guest analytics](#), because your guests are yours, no-one else's.**

The goal of data for is to understand the “what” and “why” behind sales patterns and guest behavior, as well as being able to make predictions based on insights. The data gathered can be applied to:



### **Marketing**

Discover what dishes sell best and when; plan marketing campaigns that play to buying trends.



### **Loyalty**

Use individual and grouped guest data to create personalized promotions and discounts based on their ordering behaviors.



### **Stock management and forecasting**

Track spending trends and apply data to enhance stock forecasting.



### **Menu refinement**

Boost items that are top sellers and gross the highest revenue, remove the weakest and spot patterns that suggest items that could be added.



### **Operations management**

Recognize peaks and flows in order times, adapt staff numbers to suit; adjust preparation times and collection slots in real-time to optimize operations accordingly.



# An extensive library of integrations

Our platform has integrations with many of the world's leading POS, payment, delivery, loyalty and CRM providers. This means a more seamless experience for your guests and more streamlined operational management for you and your team.







# Benefits beyond the expected

## Enhanced guest experience

Online ordering allows guests to place orders and pay at their leisure. By removing queues and friction from the ordering process, operators improve the guests' experience, and a happy guest is a loyal one.

## Greater efficiency

In-store service speed improves when staff time isn't taken up by phone or face-to-face orders, and nothing helps planning ahead like knowing what's coming up. Taking pre-orders allows a business to streamline operations, adjusting collection slots and preparation times, and cope better with real-time orders as they arise.

## Stock management and forecasting

Data is the key to forging closer guest relationships. QikServe's platform gathers guest spending data, providing a measure of how they think, feel and behave so businesses can plan great marketing and loyalty programs.

## Fresh revenue streams

Offering a digital service carries a greater appeal for new and existing consumers (especially millennials) without relying on foot traffic for them to discover and interact with you.

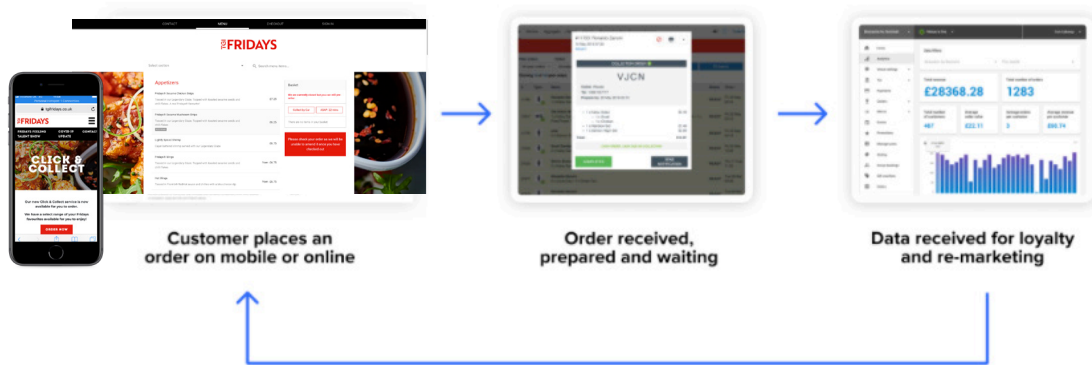
## Bigger order sizes

Guests spend more through an online ordering service than in-person because they have more time to make a decision, the whole menu is in front of them and it's easy to explore. Tools like modifiers encourage them to add additional items to their online order.

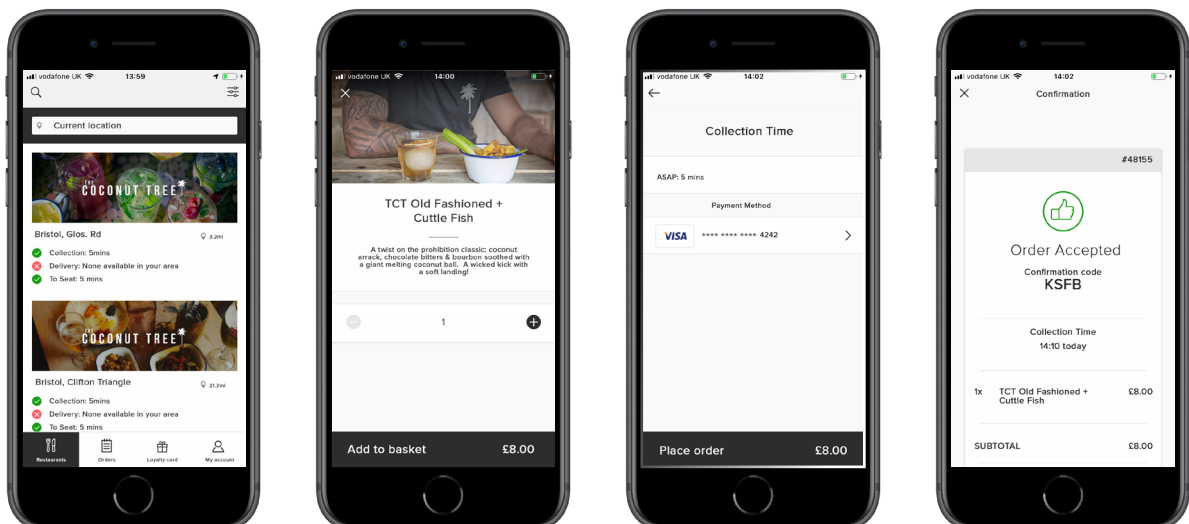


# A seamless ordering process

Our online ordering technology is used by leading hospitality, food, retail and entertainment businesses across world.



A typical mobile ordering flow:





# Encouraging guests to spend often and more

There's an element of science behind the art of 'making people spend more.' Our platform has it covered for you.

## Push notifications

Adhering to security standards, within the platform's Global Dashboard send out push notifications to all – or select guests. A perfect way of sending reminders to guests or to make them aware of new offers.

## Promotions

Set up individual and group promotion codes based on a monetary value or percentage of total order. They can be set to expire on a given date, or after one use – whatever suits you best.

## Modifiers

Offer guests different sizes of the same items by creating modifiers. A simple but effective way to upsell products!

## Scheduled menus

Create a sense of guest urgency, or appeal to a select portion of your guest base with scheduled menus. Let clients display menus or sections for specific times such as breakfast menus or cuisine-specific menus.





# Customers that span the globe

With customers representing multiple markets, from sport stadiums, pubs and concert venues to global restaurant chains, hospitals and hotels, QikServe is ideally placed to serve businesses, from startup to enterprise.





# The numbers don't lie



## Restaurant & Take out

### Increasing ATV

With each quarter, order numbers and sales taken through the platform have increased. In December 2019, the service saw a **71%** hike in revenue compared to the previous year, while order numbers grew by **45%** – evidencing growing basket sizes.



## Corporate café

### Users that return repeatedly

After nearly **20,000** transactions, **81%** of users have placed more than one order through the customer's app. On average, each person using the platform had placed an average of **32** orders in that time.



## International sports stadium

### Data insights that matter

The award-winning app has been downloaded **11,000** times. Through the platform, the average order value is **50%** higher than in-person orders. The caterers have benefited from improved persona insights which feed into marketing strategy: **45%** of orders placed up to 3 hours before the kick-off; **42%** are made during the match.



## Event venue

### A proven alternative

This world-famous theatre and concert venue observed an average order value increase of almost **60%** compared to its previous online ordering service. A third of guests using the service have signed-up through their phones, highlighting the need for a mobile-responsive solution – and up to **60%** of the audience use for a show.

# About QikServe

QikServe is the enterprise platform for guest self-service in hospitality. Using any channel from kiosks and tablets to web and mobile apps, hospitality operators can provide powerful in-store and off-premise solutions from ordering to payment, giving guests the convenience to order and pay for their food and drinks whenever and however they want.

[www.qikserve.com](http://www.qikserve.com)

