

Metro future-proof with latest technology

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Company Profile

Metro Café is a bustling café in the heart of William St, Dublin 2. A testament to their success is the two women who have come for their lunch every day since it opened 13 years ago. They offer a wide range of coffees, sandwiches, bagels, juices and much more. The café boasts a fantastic location just off Grafton Street and the owners, Niall and Eileen Kavanagh, have successfully created a very warm and friendly atmosphere.

Technology for success

The day to day running of the café is by wife Eileen and nephew, Conor, who have put a lot of emphasis on choosing the right staff to suit their thriving business. Conor started looking at various routes to allow them to measure their business more effectively e.g. being able to analyse their service times and pressure periods throughout the day. They researched the market for a little over 2 years to find the right solution, with Hospitality I.T.'s ultimately fitting the bill. This fresh forward-thinking company with offices in both Belfast and Dublin are the sole distributors for the award winning Maitre'D software in Ireland. The software is installed in companies such as O'Briens Sandwich Bars, Coffee Republic, Odyssey Complex and Beaufield News and international chains including Dunkin Donuts, Quick, Popeyes & Rainforest Café.

Solution

"The Maitre'D EPoS system can give us a snapshot of our business at any time at the click of a button. It allows us to adjust scheduling on a daily basis and gives us key information to help us manage our business more efficiently."

Conor Kavanagh, Manager, Metro Café. By providing the Posiflex Jiva 15" touchscreen terminal from PC Cubed, the customer benefits from a 3 year onsite hardware warranty and a highly stable piece of hardware which ensures maximum

system uptime and reliability. The full system comprises four point of sale tills with features such as a biometric card reader for Time & Attendance, and full touch screen capability. One of the tills can be mounted externally (weather permitting) to allow for a speedier service for their customers who are enjoying the Irish sun!

Benefits

Since the installation in February, the business has noticed a significant reduction in docket time. All orders are now printed to each station, completely reducing room for error, and there is a significant reduction in time wasting-with the obvious financial benefits for the company. Analysis of sales trends & accurate information on actual sales items can be reported on. Niall Kavanagh, owner, also has remote access to sales figures and company information when out of the country.

Metro can also adjust the menu based on best sellers and concentrate more on driving the business forward from a strategic point of view. "By investing in such technology, the company is now 'future proof' and we have control over all facets of our business. We are now limitless in terms of where we can go with the exposure we now have to key information" stated Conor Kavanagh, Manager, Metro Café.

For more information please contact

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