



Chalon Springs ahead with revolutionary Windows-based POS solution

Restaurant Chalon is a typical small-medium size restaurant well known for its western cuisine in innovative Japanese style. It is our first customer to enjoy the integrated wireless POS solution with iGourmate, our new-generation Windows-based POS system.

POS is the key

Chalon is an early adopter of POS system. However, the previous Japanese solution cannot meet its expectation. Both set-up and maintenance are too costly and complicated while the ordering process is inefficient. The Japanese user interfaces could not suit its local needs. Another challenge is high training costs owing to high staff turnover. As a result, Chalon turned to iGourmate for an integrated and cost-effective POS solution.



No slamming in the kitchen with iGourmate

iGourmate was first installed in Chalon in July 2002. "The birth of iGourmate brings us an unprecedented experience on true automated restaurant management. Complicated ordering is now completed with just a touch," said Tracy, Manageress of Chalon. "When compared, iGourmate can offer a more customized solution at a reasonable price." The thin/client-server technologies adopted can handle rush hour crowds. Customers are more satisfied with its better and efficient services as well as shorter queuing time.

Easy-touch User Interfaces

High turnover of staff has long been a problem in Chalon, which employs most part-time staff. Great expenses are spent on training. Thus a user-friendly POS is its ultimate choice. Colorful table status screen of the system provides users a quick and readable overview on current business situation. With the concept of "What you See What You Get", iGourmate offers operators an easy-recognized graphical design. "Our staff, which are mostly students and housewives, can get familiar with the ordering panel at a glance," said Tracy. Graphical short cuts, balloon help and step-by-step guidance allow even a PC illiterate to operate easily.



Remote Training and Support

The terminal service of iGourmate allows remote access to the POS server via Internet. This web-enabled technology favours remote training. New employees can have online self-learning at home before they start to work. Training resources can then be saved. On the other hand, the management of Chalon can view sales reports anytime and anywhere through the terminal service. In case of emergency, remote support like immediate system recovery can be conducted via Internet. Therefore, support and maintenance services can be provided timely and economically.

Fingertip Menu Maintenance

Menu setup and update is no longer a time-consuming routine for Chalon. iGourmate administration program is specially designed for systematic and speedy menu data input and maintenance. The management of Chalon can now create and update its menus with iGourmate's pioneering features like drag-n-drop, copy-n-paste functions and unclassified bin. Much time is saved with item groupings and mass duplication of items with similar attributes.



Wireless Ordering with HT

"No jottings or rush are necessary any more," said Tracy, amazed by the acceleration on operations contributed by HT Handheld Terminal. "With such a mini, mobile-like device, our staff can place an order at every corner. They can place an instant order in front of customers whenever requested. No matter they are carrying dishes, order can still be sent in seconds with a single hand," Tracy added. "Customers are surprised at our immediate response. There're merely no missing or delayed orders." Direct ordering can speed up operations and eliminate handwritten errors.

iGourmate's outstanding and reliable performance has been highly appreciated by Chalon since its live-run. The technology breakthrough has significantly increased peak sales volumes while actually reducing labor costs. All in all, the installation project can meet budget of the SME. By adding HT to iGourmate system, the total system cost can be decreased by 40% at least.