

CASE STUDY



YUMBI®

Dine-In and To-Go prove their worth

Galito's Products:

- Dine-In
- To-Go
- StoreFront
- Switchboard
- Engage
- BeHeard
- Insight
- PaySwitch



Background

In search of the perfect self-service solution

Galito's Howard House recently took the opportunity to trial both the YUMBI Dine-In and To-Go services. The challenge was for this quick-service restaurant brand to introduce a cost effective self-service solution that could also capture on-premise customer data and differentiate themselves from competitors with a view to increasing customer engagement, turnover and profit.



Data that counts

Statistics that demonstrate the effectiveness of the Galito's trial.



249%

Increase in new online customers for the same period the previous year.



4.78 out of 5

Average customer experience rating.



100%

Increase in registrations for online ordering for Galito's brand as a whole during the pilot period for Dine-In and To-Go (February to April) vs the same period the previous year.



Your Customers. **Your Advantage.**

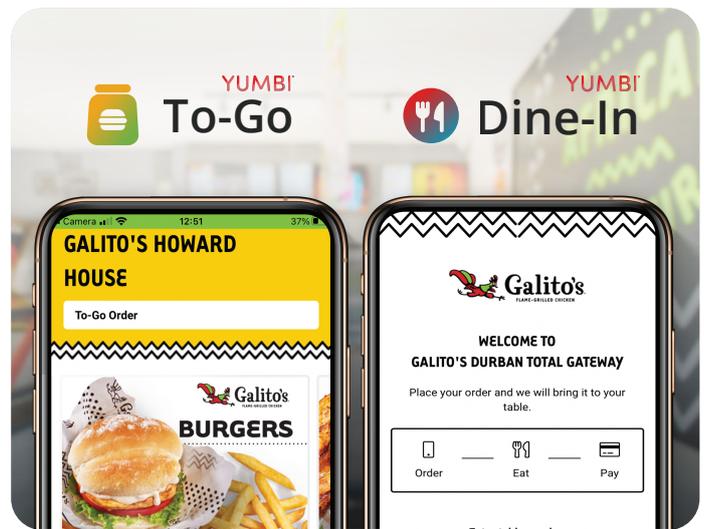
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The Solution

Meaningfully engaging with customers in-store

The Dine-In and To-Go trial offered Galito's Howard House an opportunity to connect and engage with customers to deliver fast and convenient service. To achieve this, customers were able to scan a unique QR Code in the restaurant using their mobile phones to place an order online.



The Results

An unequivocal success story

Overall, the trial showed a high level of success, with Galito's delivering exceptional results as follows:

01

Connecting with walk-in and sit-down customers

Successful capturing of customer data, reaching and increasing a larger customer base while differentiating the brand from competitors.

02

Insightful reports

Providing deep analytics from a business information perspective.

03

Automation of time-consuming activities

Automated orders saved time and reduced errors, leading to increased efficiency.

04

User-friendly operation

A high ease-of-use, effectiveness, and value rating across both Dine-In and To-Go.

Want to connect and engage with customers more effectively?

If you're interested in a cost effective self-service solution that captures customer data while differentiating you from your competition, get in touch with YUMBI today.



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