

CASE STUDY

PIZZABOYZ CRAFTED

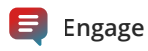
Solution-driven
efficiency from
YUMBI



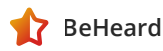
Products opted into:



StoreFront



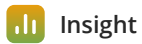
Engage



BeHeard



Dine-In



Insight



To-Go



Crunching the Numbers

The facts and the figures



119%

Increase in online ordering for the same store, year on year, since joining YUMBI.



4-stars +

App rating increased from 2 to over 4 stars.



A serving of happiness

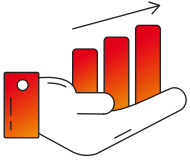
"What a privilege to be able to work with such a great team of professionals and a fine-tuned product. Their guidance throughout the entire process was much appreciated and helped us focus with far greater clarity on the day-to-day operations of our business."

Ezio Arrigo | C.E.O - PizzaBoyz



Your Customers. Your Advantage.

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The Craving

A desire for improvement

PizzaBoyz joined the YUMBI platform in March 2023.

In signing up for YUMBI, PizzaBoyz wanted to address three specific challenges. These were:



The need for a reliable, user-friendly, custom-branded online ordering platform, allowing customers to browse menus, customise their personal preferences, and place orders instantly without the need to go in-store.



To identify their customers and communicate with them regularly via the platform to increase engagement and feedback with the aim of increasing overall service excellence.



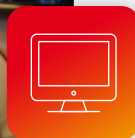
To expand their market reach and grow their customer base to maintain a competitive advantage and increase their brand reputation/awareness, specifically with a view to increasing turnover, revenue, and profitability.



Satisfying the hunger for success

Seamless integration that works

The YUMBI products and services selected by PizzaBoyz saw a significant upturn in customer satisfaction for the brand. Features and functionalities found to be most valuable in addressing their stated challenges were:



Fully customisable and responsive e-commerce website and app for customer orders with both Android and IOS functionality.



Data-rich, cloud-based real-time reports to assist with deep insights into customer behaviour and operational efficiency, including staff and stock management.



Customer feedback feature to engage with customers on a daily basis for receiving immediate feedback and actionable insights on customer experiences.





A taste of victory

Optimal operation at its best

PizzaBoyz experienced dramatically improved overall operational efficiency and order accuracy leading to:



Increased online orders/sales.



Streamlined order management
(decrease in order errors/failed orders).



Better planning thanks to
real-time insights and data on
order volumes, peak hours,
and popular menu items.

Want to connect and engage with customers more effectively?

If you're interested in a cost-effective self-service solution that's user-friendly and helps you identify your customers to grow your market, get in touch with YUMBI today.

