



Fast-Food Chain Improves Operational Efficiency with Advantech's Kitchen Display System

 A renowned Japanese chain in Taiwan

Project Introduction

With the help of modern technology, the food and beverage sector has greatly enhanced operational efficiency and service quality.

In the fast-food industry, the process from ordering to cooking has been completely digitalized to deliver even faster service. After orders and payments are made on self-service kiosks, the orders are sent to the Kitchen Display System (KDS), prompting staff to start preparing the ordered meals. When the meals are ready, customers are notified to pick them up at the counter. This digitalized process has eliminated human errors, simplified ordering, and improved operational efficiency.

While most quick-service restaurant operators prioritize the speed of service, one renowned Japanese chain takes apart from others. The chain has a reputation for fresh made-to-order meals and detail-oriented service style, which means efficiency in the kitchen is paramount. Accordingly, the internal operation process is highly optimized, and every station in the kitchen has a specific task. Now, the chain is increasingly adopting new technologies throughout its establishments to enhance service quality and to create a better dining environment.

System Requirements

- Rugged and robust all-in-one touch computers
- An airtight enclosure that prevents greasy air particles and dust from getting inside the hardware
- 15.6" PCAP touchscreen display
- Ease-of-clean hardware
- Fanless design
- Cable management

System Description

Advantech UTC-515 15.6" Ubiquitous Touch Computer



Solution

Advantech, a global leader in the fields of IoT intelligent systems and embedded platforms, collaborated with Information Technology Total Services (ITTS) to build a KDS, featuring seamless hardware and software integration to improve efficiency in kitchen operations and elevate sanitation standards.

The **Advantech UTC-515 15.6" Ubiquitous Touch Computer** was employed in the KDS.

- ✓ Low power consumption and a fanless design
- ✓ 15.6" monitor with 16:9 widescreen display
- ✓ IP65-rated front panel for water and dust resistance
- ✓ VESA 100 mm standard mounting holes for varied mounting demands
- ✓ Patented all-aluminum extrusion housing

Further, Advantech provides several customized services to meet the chain's unique requirements. Moreover, Advantech sent experts for on-site assistance with the initial installation and provided additional training to the chain's staff for future installation procedures.

- ✓ The touch panel is covered with a stain-resistant coating that reduces the adhesion of water, oil, grime, and fingerprint for easier cleaning.
- ✓ At the rear of the system, a special opening was put in place for easy access to the hard drive for replacement or repair.
- ✓ A non-grooving aluminum frame design was added to seal off the front panel, rear cover, and I/O cover to prevent oil stains from entering.
- ✓ A customized cable management box allowed for the proper storage of cables.

Benefits

The Advantech's intelligent kitchen display systems automatically dispatch orders to the kitchen. This improves order management by streamlining the cooking workflows and increasing staff efficiency.

-  Improve kitchen efficiency
-  Simplify the cooking process
-  Streamline operational workflows
-  Prioritize orders and avoid delays
-  Reduced customer wait times
-  Integrate to online ordering service