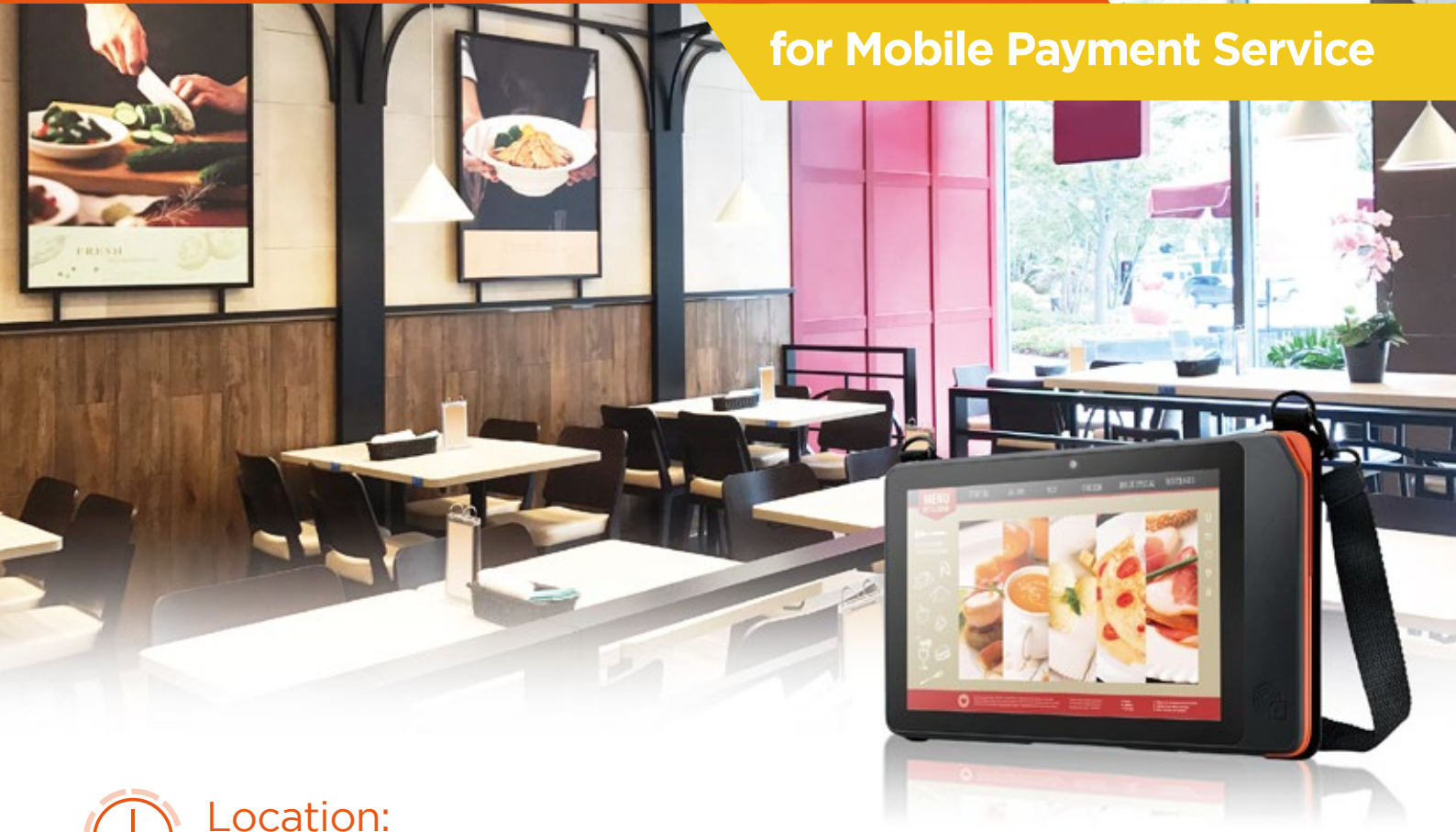# Advantech Provides Industrial-Grade Tablet
for Mobile Payment Service

Location:
A well-known beef noodle restaurant chain in China

Project Introduction

To establish a successful restaurant, the provision of prompt, efficient, and high-quality service is essential. Advantech is committed to helping business owners increase operational efficiency and reduce customer wait times. For this project, a well-known beef noodle restaurant chain in China implemented Advantech's mobile table service tablet to enhance the overall service and customer satisfaction.

To date, the restaurant chain has established more than 120 restaurants throughout most cities in China. These restaurants offer a wide variety of high-quality products; the most notable of which is their bowl of authentic beef noodles. However, with the chain's increasing popularity, customers were soon facing length queues for ordering and payment. In order to streamline the ordering and payment processes, the restaurant adopted Advantech's AIM-37 tablet to enable mobile table-based service. The results of implementing this solution were extremely positive.

Product Developed

- Advantech's AIM -37 10" industrial-grade tablet
- Advantech's AIM-37 shoulder strap

System Requirements

- Industrial-grade tablet with embedded 2D barcode scanner
- 10" display and support for Windows 10 IoT OS
- Battery can support up to 8 hours operation
- IP54-rating for protection from water and dust ingress
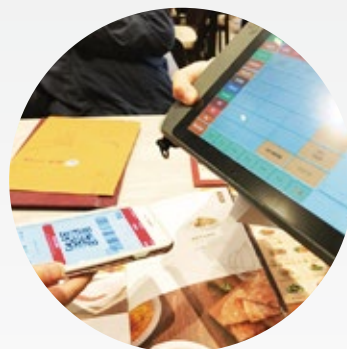
ADVANTECH iRetail

Real-time Ordering Management with Mobility Service

Integrated with POS software, Advantech's AIM-37 tablet supports wireless data transmissions for order management and was deployed to facilitate table-based ordering. The compact, lightweight design means staff can easily carry the highly portable device around the restaurant to service customers. After an order is placed, the data is immediately transmitted to the chef in the kitchen to ensure rapid fulfilment. Managers can also use the tablet to manage the table, customer orders, and service status.

Rapid Payment via Integrated Barcode Scanner

Embedded with a 2D barcode scanner, the AIM-37 tablet allows 1D/2D barcodes to be used for mobile payment service. For example, staff can quickly process payments using 2D payment barcodes from an electronic wallet, such as Wechat pay or Alipay. This simplifies the overall payment process and reduces wait times for improved customer satisfaction.

IP54-Rated Front Panel Protects Against Water, Oil, and Dust

AIM-37 features an IP54-rated front cover that prevents the ingress of water, dust, and oil. In addition to making the tablet easy to clean, the IP65-rated front cover protects the sensors from interference to ensure that AIM-37 provides a reliable and stable mobile payment solution for hospitality applications.

PAYMENT

barcode scanning

DINING

menu ordering

Wifi → **Database**

💡 Benefits

- Reduced customer wait times with the provision of mobile services
- Improved customer satisfaction
- Real-time order management and data transmissions
- Mobile payments speed up operations for increased efficiency