Advantech's AIM-35 Industrial-Grade Tablet Enables Tableside Ordering

Location: Taiwan at a leading Thai restaurant chain

Introduction

Prompt, efficient, and high-quality customer service is essential to establishing a successful restaurant. Advantech is committed to helping business owners increase operational efficiency while improving staff and customer satisfaction.

For this project, a well-known Thai restaurant chain with more than 138 restaurants throughout Taiwan implemented Advantech's AIM-35 tablet to enhance the overall service. Because of the chain's increasing popularity, customers were facing long queues for ordering and payment. In an effort to improve the service quality, the restaurant adopted Advantech's AIM-35 tablet to enable tableside ordering. This solution not only reduced customer wait times by streamlining the ordering and payment processes, but also improved operational efficiency for increased profitability.

Solution Requirements

- IP65-rated protection from water, oil, and dust ingress
- 8" display and dual Windows/Android OS support
- Battery supports up to 8 hours operation
- Orders transmitted directly to the kitchen via Wi-Fi/BT

Solution Components

- AIM-35 8" industrial-grade POS tablet
- AIM-35 tablet hand strap

Real-Time Tableside Ordering and Table Management

Supporting wireless data transmissions, Advantech's AIM-35 tablet functions as an eMenu and mobile point-of-sales (POS) system to facilitate table-based ordering. 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 tablets to manage customer bookings, orders, and service status.

Application-Oriented Peripherals for Easy Expansion and Hands-Free Operation

AIM-35 is an industrial-grade POS tablet powered by an Intel® Atom™ processor that enables high-performance computing. Equipped with multiple extension ports, the AIM-35 tablet can be integrated with diverse peripherals such as a barcode scanner, RFID reader, and RJ45-COM module to support a wide range of applications. The compact, lightweight design ensures portability, while the inclusion of a hand strap, shoulder strap, or holster enables convenient hands-free operation.

IP65-Rated Front Panel Protects Against Water and Dust

AIM-35 features a front cover with an IP65 rating for water and dust protection. In addition to preventing the ingress of water, oil, and dust, the IP65-rated front cover protects the sensors from interference. AIM-35 is also equipped with 4-ft. drop tolerance to protect against external impacts, making AIM-35 the ideal mobile payment system for hospitality applications.