

F FOOD & BEVERAGE TECHNOLOGY REVIEW

www.fbtechreview.com

FOOD SERVICE MANAGEMENT E D I T I O N



AWARDED BY

F FOOD & BEVERAGE
TECHNOLOGY REVIEW



BYOD

World's First Virtual Restaurant Assistant

The hospitality landscape is getting back on its feet after the prolonged pandemic slump. While consumers pour in through the doors, the staff is not as eager. The restaurant workforce is getting shallower, leaving them with more work and fewer people to do it.

To end their search for better alternatives, BYOD brings forth the best solution—AI.

Deploying the machine learning capabilities of AI, restaurants won't have to depend on arduous manual workflows for crunching data, predicting sales, and coordinating customer services. Operators don't have to give time to mundane tasks and focus on more value-adding processes.

BYOD helps restaurants achieve precisely this with MABEL, an AI-powered virtual assistant that brings a higher level of transparency, preparedness, and productivity. Powered by a robust data correlation engine, MABEL helps on-duty managers make better decisions with real-time smart alerts, improving customer experience and increasing profitability.

"There are multiple pieces of information floating around the restaurant, whether in digital sources, camera systems, digital checklists, logbooks, or social media platforms," says Dave Dittenber, CEO of BYOD.

BYOD facilitates the integration of technology and its implementation, allowing the management to rely on MABEL to detect any difficulties in the restaurant instead of manually doing so. Its robust and cost-effective data integration and analysis capabilities enable all the digital information in a restaurant to be aggregated in one place. Data is collected from IoT, PoS, and cameras. MABEL crunches the numbers and sends intelligent notifications to site administrators so they can make informed decisions in real time.

MABEL augments its AI capabilities with a human touch to enhance the restaurant experience. Its interventional capabilities ensure there is no gap in customer service. The symbiosis of analytics, deep learning, and IoT enables MABEL to measure restaurant performance and provide personalized, real-time actionable steps to reduce costs and support



Dave Dittenber,
CEO

consistent operation, allowing operators to achieve more with fewer staff members.

MABEL offers comprehensive restaurant management services. In addition to strengthening the management team, it provides them with more resources and time to complete tasks regardless of work, experience, or team size.

BYOD offers a scheduling tool called HyperScheduler, with which MABEL creates the timetable for managers. It has a fully integrated event calendar, which helps operators with smart alerts. It provides a QR code that customers can scan to access reviews, either inside the restaurant or outside. It also contains a log book, which serves as a communication tool between management and staff.

Back-end reporting and accountability ensure the smooth running of tasks. BYOD provides Situation Room, a tool that alerts users when anything needs immediate attention and keeps track of all similar instances. It also enables managers to assess employees' productivity and performance by observing how they interact with the management.

BYOD's competencies were demonstrated in a situation where one of its clients was experiencing financial

difficulty and had labor expenditures. The percentages were five to seven points higher than the national average. Many of the problems were caused by inexperience in scheduling. BYOD implemented a labor module, enabling them to facilitate seamless scheduling and overcome significant challenges. Clients achieved full point-of-sale access and cut their labor percentages by seven percent in 90 days. The restaurant is now in full operation. Due to MABEL's scheduling functionality, managers save two hours per week by eliminating the need to devise a schedule and handle everything themselves.

Banking on these success stories, BYOD gives its clients best-in-class solutions by leveraging numerous agreements with technology companies worldwide. Its long-term goal is to grow its arsenal of user-friendly features and help clients win the market through streamlined customer service. 

“
The robust and cost-effective data integration and analysis capabilities of MABEL enable all the digital information in the restaurant to be aggregated in one place
”

BYOD



The annual listing of 10 companies that are at the forefront of tackling customer challenges