



Integrated Restaurant Management Software



The Challenge

Today, location is not altogether an assured formula for success. Other factors such as quality of food, services, customized menus and other internal best practices makes the difference to the bottom line. Fine dining restaurants face considerable challenges among which a few are; increasing revenue per guest, enhancing customer delight, increasing loyalty, reducing labour costs, minimizing inventory holding costs, reducing operational costs, astute purchasing and enhancing skills of their service agents.

Technology provides the drivers with critical timely reports and alerts. This is achieved through seamless integration of the core applications; POS, Dining Reservations, CRM, Recipe Costing, Central Warehouse and Central Purchasing. Binding the entire sales process from a reservation call to capturing customer information and preferences is among the key differentiators to win in a highly competitive environment. Customers are often impressed with the little details. Momentohs for Dining (MomDining) provides the superlative capability in ensuring your guest experience delivery is sensational.

The current industry standard software vendors have not addressed this as an integrated solution. Mostly it is either a mix of two or three different providers and although these systems do talk to each other, there is no central database engine, which of course is a limitation which hinders in collating reports, meaningful business intelligence and decisive alerts. Perhaps one of the most cumbersome tasks is for owners to deal with multiple vendors especially during post sales services.

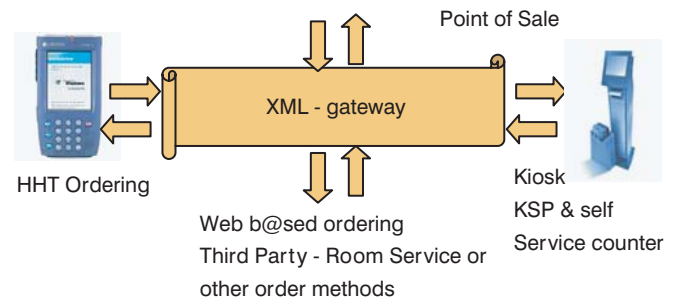
MomDining is a brave new approach and the leading edge in bringing an end to end solution for Restaurants. The application is suitable for stand alone, multiple outlets in a hotel, catering and banqueting and for a chain of restaurants. With MomDining restaurant owners and managers are free to take care of what they do best, improving services and increasing their customer loyalty. Based on both Sybase and Microsoft technologies, MomDining is scaleable, affordable, flexible and user friendly, yet powerful in its design and delivers superlative business benefits. Let us make the difference to your business

Approach & Vision

Diners hate to wait. That's why the point-of-sale (POS) solution is extra fast for speedy checkout. With this solution you can count on consistent uptime and optimize associate productivity to serve and table turn more diners within a specified time. We also provide help with store planning, equipment installation and maintenance.

In today's demanding market there has to be a solution which can deliver beyond the conventional point-of-sale (POS). MomDining has innovated to achieve that extra mile and providing the business flow for transactions which can improve Return on Investment, increase revenues by keeping costs low and security high.

State of the art customer service solution for a single store



For multiple stores (Enterprise POS)



ROI

The point-of-sale (POS) solution is designed to help you install a long-lasting, durable POS environment that can:

- Increase customer loyalty by speedy checkout.
- Increase revenue by enabling promotions and advertising at the point of sale.
- Reduce lost sales by integrating supply chain and inventory information across the enterprise.
- Reduce labor costs by simplifying cashier training.

Point Of Sale

Posting Order, Splitting of Orders to respective kitchens based on the configuration Check Printing and Multiple Settlements of Payments with Multi Currency facility. Superior POS software architecture of the POS makes the system more reliable and friendly with the hardware and also different layers of security with user privileges. The Touch Screen Facility and Graphical Interfaces make the user give fast consistent, accurate service.



Table Planning and Layout

- Multi Location / Restaurants

Table Management tightly integrates reservation of tables across different locations. Flexibility like holding tables, joining tables, assigning of tables can be defined and the same mirroring effect of the restaurant layout can be seen in the system. The color coding of the table emphasizes the status of the tables. Reservation of tables with requests for different locations in advance is easy. Reserving tables in advance and specific hospitality requirements could be tailored as the system records the request details. Realtime interfaces with a variety of POS devices are available.

Posting of Orders

Inventory based on the multiple cuisines or dishes are ordered and directed to the proper kitchen for process with preparation instructions and multiple add-ons. Flexibility of voiding items based on reasons is allowed.

- Order Planning and Forecasting

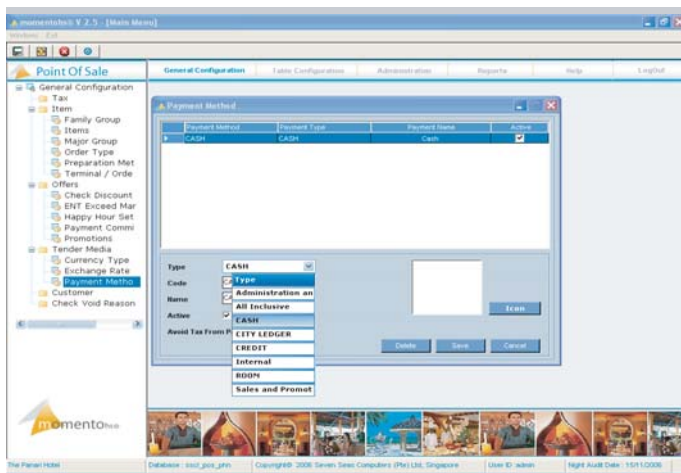
Forecasted or booked orders on different timings are automatically executed for preparation as defined by the system. The kitchen re routing order as per the order planned is possible. The timing sequence defined in the system will help orders to be ready for the customers as planned or requested.

- Parking

Customers have the flexibility to avail or book the beverages for themselves while they are staying in the hotel. This is an added feature for branded customers.

Check Processing [Check Management]

- Multi Currency Transactions
- Multi Tender Type

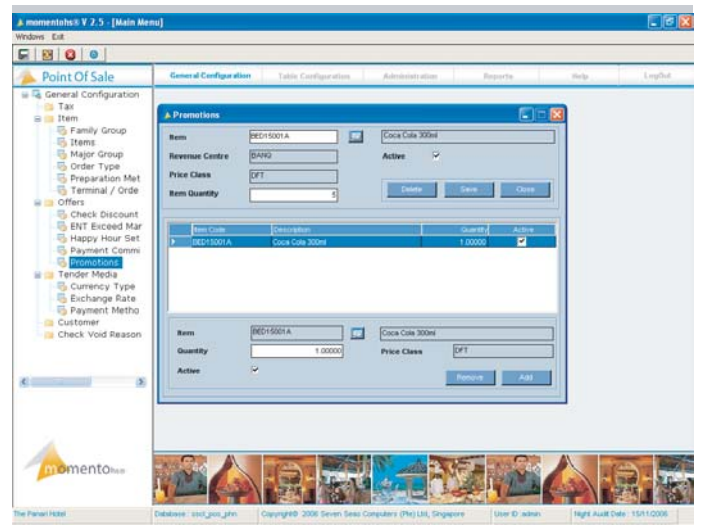


Multiple types of payments with multiple currencies which facilitate the customer do check payment in any flexible mode. The friendliness of the system makes the user do the payment with very quickly and ease.

Flexibility of system to split /merge the check as per the customer requirement also facilitates the splitting based on the category of Inventory.

Integrated credit processing at every POS station, helping to improve speed of service and customer satisfaction by completing transactions faster and providing a payment alternative to cash.

Entertainment & Promotion

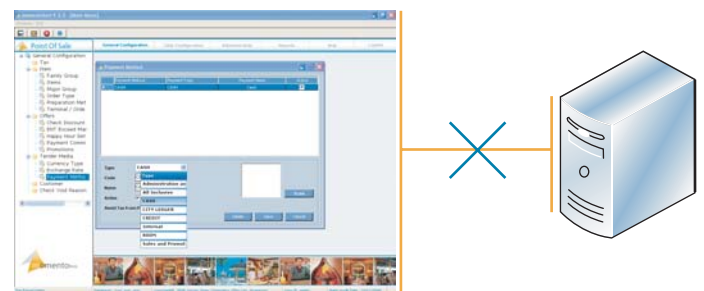


Flexibility to plan and forecast promotions and happy hours yearly/monthly/daily with different timings. Discounts and entertainment package for customers and staff can be defined and processed. Promotions for external customers with defined discounts can be activated. Bonus plans to customers as per restaurant for promotions and increasing loyalty is available.

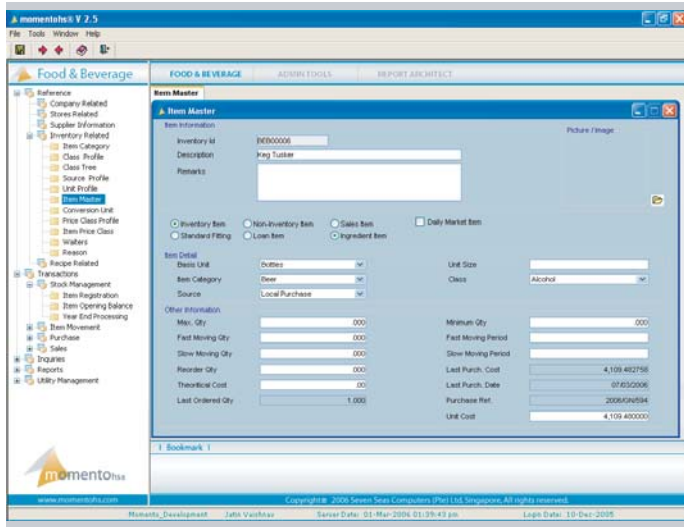
Off line Operational Capability

- Non-stop sales reliability - built-in redundancy

In case of network failure to the main Server, data is captured and continuation of POS activity is maintained. Data can be transferred once the Network is online.



Central Inventory Management



Item definitions with grouping based on the different properties. The stock of item for different locations/properties can be managed with multiple units. Stock take and issues are tracked with Barcode facility. Automatic stock requisition of item based on the checking of stock with the reorder level from different restaurants or locations is defined. The analysis of stock and sales based on the locations/ restaurant are captured which helps for the pre-planning or forecasting of stock procurements.

Some reports like real-time inventory, tracking of sold and void items and identification of shrink and loss potential can be listed based on the managerial or supervisor rights.

Integration with Other Products

Point Of Sales module is flexible work as stand alone with the central inventory and also can be integrated to products.

Customer Management

Customer details and favorites are captured and frequent buyers are listed. The analysis of cuisine/favorites is listed using built in reports and graphs. Accommodate customers by delivering meals to them and/or by recognizing them for their continued patronage. Able to manage customer base as it grows and increase customer loyalty by offering value-added specials for their business.

Future Plans

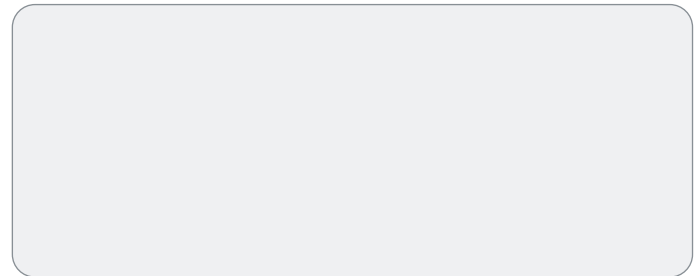
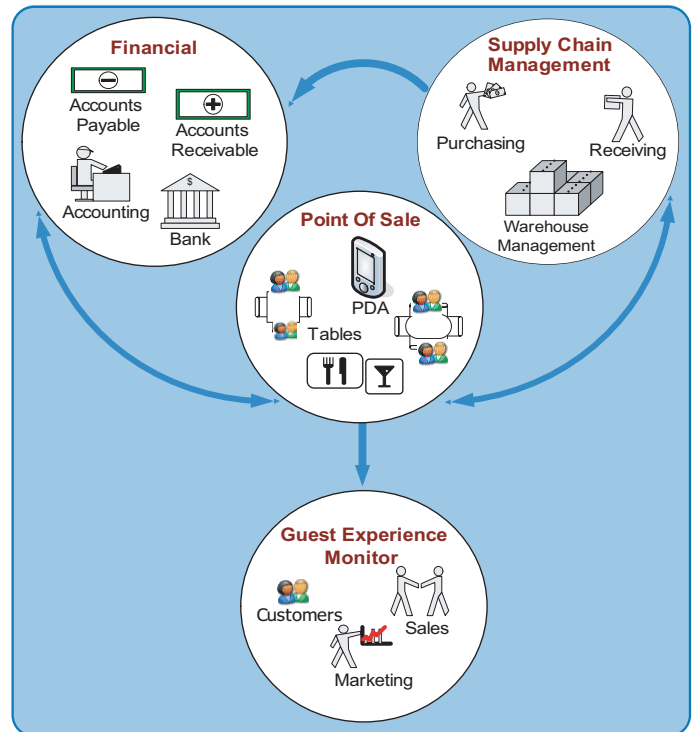
The changing patterns of customer demands and lifestyle choices will require service delivery enhancement and business process innovation. MomDining is researching on digital tablets where

multi media presentation of menus and access to visual demonstration of the recipes/dishes together with comments from the chef. There is a whole new world of maximizing the guest experience and increasing revenue and loyalty through creative communication.

Even the POS can be made redundant with hand held wireless devices becoming the entire sales and service delivery...the on demand POS. The significant improvement in time and efficiency would add to the bottom line by improving table turns especially during rush hour.

RFID and recognition technologies could identify VIP's irrespective of staff turnover, enabling service agents to activate specialized services and by virtue of knowing this can add a complete new dimension to customer delight.

MomDining leads the way for dining establishments.



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