

A photograph of a modern building with large glass windows at night. The building is illuminated from within, showing interior details like a staircase and a large mural. A sign on the top left corner of the building reads "THE INDIAN CHANNEL". In the foreground, there are dark silhouettes of tropical plants. A semi-transparent purple and orange gradient bar is positioned across the middle of the image, containing the title and authors' names.

THE
INDIAN
CHANNEL

The Indian Channel Restaurant Industry

Krish, Gabe, Johnson, David

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01

Introduction



About Restaurant industry

- Restaurant industry is a dynamic and ever-evolving sector driven by changing consumer preferences and culinary trends.
- Customer satisfaction is paramount in the restaurant industry.
- Technology is being integrated in restaurants like online ordering system, management system etc.



Common **Systems** or **technology** used in the Industry

- Point-of-sale systems: like Square, Toast, and Lightspeed.
- Reservation Systems: OpenTable, Resy, and Bookatable.
- Online Ordering Platforms: ChowNow, Grubhub.
- Table Management Tools: Squirrel, ReServe.
- Make Their Own Systems.



About The Indian Channel

- Restaurant opened on 25th July 2023.
- Restaurant located in Ahmedabad, India.
- A luxury fine dining restaurant offering a multi-cuisine culinary experience.



Indian Channel's Current System

Technology & System used:

- Digital menus.
- online ordering for takeout.
- contactless payment options.
- Manual Personalized table service (Reserving, for parties, according to preferences).
- Manual staff serving or making orders for kitchen
- All systems works individually.



Indian Channel's **Problem** with current System

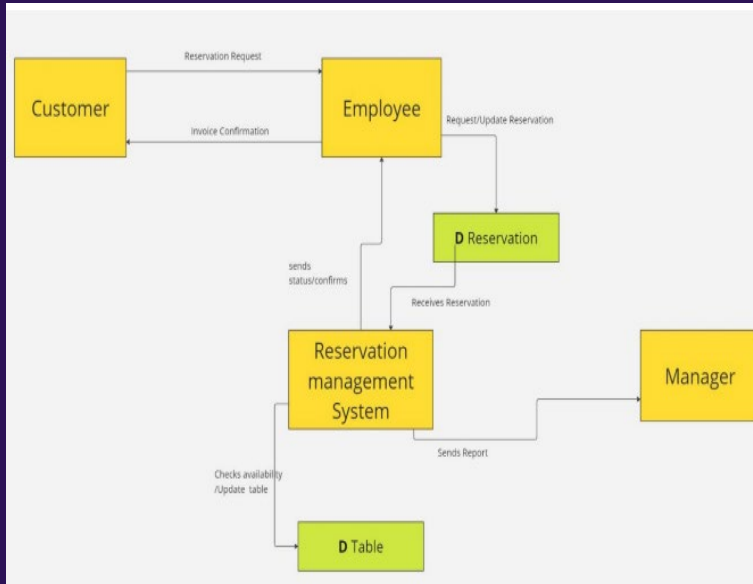
- The current system at Indian Channel restaurant operates with **fragmented technology**.
- Resulting in **inefficiencies, errors** and **mismanagement** like in inventory management, serving, reservation, ordering.
- So proposed Solution to Implement Integrated Reservation System & Food management System



02

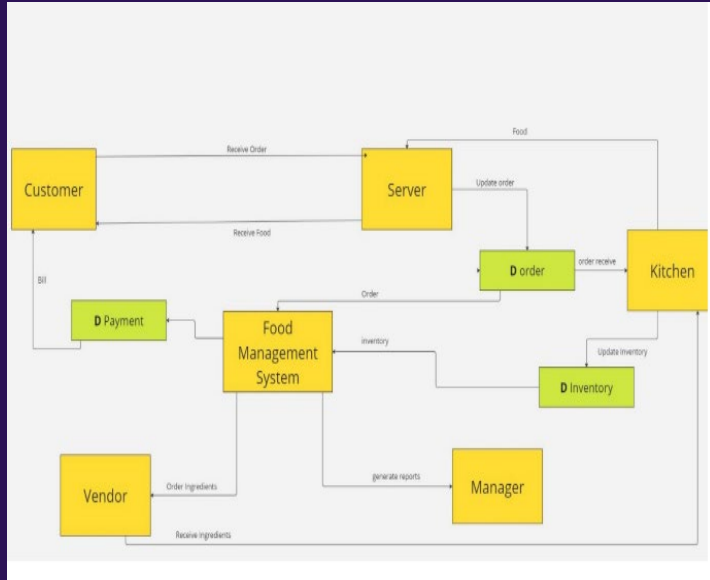
System & Features

Reservation System



- **Online Booking:** Customers can book tables through website or mobile app.
- **Automated Confirmation:** Upon booking, customers receive instant message or confirmation.
- **Special Occasions:** Customers can specify special occasions such as birthdays or anniversaries when making reservations.
- **Reporting and Analytics:** Management can generate reports on reservation trends, peak hours, and customer demographics.
- **Table Allocation/Management:** The system automatically allocates tables based on party size, seating preferences.
- **Integrated** with food management system and Whole restaurant.

Food Management System



- **Inventory Ordering by Kitchen:** Kitchen staff can use the system to place orders for supplies directly from vendor.
- **Order Management:** ability to input, modify, and track Customer & inventory orders.
- **Customer Relationship Management (CRM):** CRM functionality to capture customer preferences, dining history, and contact information for personalized service.
- **Immediate Order Transmission:** When a server places an order through the system, it is immediately transmitted to the kitchen display.
- **Integrated** with Reservation system, ordering, inventories and Whole restaurant.

Benefits Of The Systems

Enhanced Efficiency: Streamlined, Integrated operations and **Automated** system will improve **efficiency** and **reduce errors**.



Improved Customer Experience: Integrated reservation and food management systems will enable **personalized service**, **faster order processing**, and **smoother transactions**, enhancing the dining experience for customers.



Cost Savings: Optimized inventory management and **reduced wastage** will result in cost savings for the restaurant.



Data-Driven Insights: The integrated system will generate comprehensive **reports** for management, providing valuable insights into **customer preferences**, **popular menu items**, **peak hours**, and **trends**.



Reservation System

Must-Have Features	Nice-to-Have Features
Online Booking	Special Occasions
Automated Confirmation	Reporting and Analytics
Table Allocation/Management	
Integrated with food management system & Whole Restaurant	

Food Management System

Must-Have Features	Nice-to-Have Features
Inventory Ordering by Kitchen	Customer Relationship Management (CRM)
Order Management	Immediate Order Transmission
Integrated with Reservation System & Whole restaurant & Ordering	



03

Testing

Unit Testing

Food Management System

Function	User action	Expected Outcome
Inventory Update Functionality	Enter different types of inventory updates through the system interface.	The inventory quantities should be updated correctly, and any changes should be reflected in real-time.
Order Processing Functionality	Place orders with different items and specifications	Orders should be successfully processed without errors, and order details should be correctly stored in the system.

Reservation System

Function	User action	Expected Outcome
Reservation Booking Functionality	Attempt to make reservations for various dates, times, and party sizes.	Reservations should be confirmed and stored correctly in the system

Integration Testing

Food Management System

Integration	User action	Expected Outcome
Integration with Inventory Database	Perform inventory updates and order placements through the system interface.	updates should be reflected in real-time.
Integration with Payment Gateway	Process test orders and payments through the system.	Payment transactions should be completed successfully,.

Reservation System

Integration	User action	Expected Outcome
Integration with Calendar System	Attempt to make reservations for different dates and times.	bookings reflected accurately in the calendar system, and conflicts detected and resolved.
Integration with Notification System	Make reservations and verify receipt of confirmation notifications.	Customers should receive confirmation notifications promptly after making reservations.

System Testing

Food Management System

System function	User action	Expected Outcome
End-to-End Order Processing	Place test orders and monitor the entire order lifecycle.	Orders successfully processed and fulfilled without errors, and all relevant data accurately recorded.
Performance	Simulate high traffic scenarios by placing a large number of concurrent orders.	The system should maintain acceptable performance levels with minimal downtime or slowdowns.

Reservation System

System function	User action	Expected Outcome
End-to-End Reservation Management	Make reservations and cancel.	Customers should be able to make reservations easily, receive timely confirmations.
Usability	Interact with the reservation system interface to perform common tasks.	The reservation system should be intuitive and easy to navigate, with clear prompts and instructions for users.



04

Cost Analysis

Resource Cost breakdown

LABOR COST

Labor Name	Quantity	St. Rate (₹)/hr	Std. Rate (\$)/hr
System Analyst	3	₹3375.00	\$45.00
UX Designer	2	₹3000.00	\$40.00
Software Developer	2	₹4500.00	\$60.00
Trainer	2	₹2250.00	\$30.00
IT Specialist	1	₹4125.00	\$55.00
QA Tester	1	₹3375.00	\$45.00

MATERIAL COST

Material Name	Cost (₹)	Cost (\$)
Hardware	₹67500.00	\$900
Printing Materials	₹15000.00	\$200
Server	₹7500.00	\$100
Software Tools	₹22500.00	\$300

Total Cost of System

Resource Name	Work or units	Cost (₹)	Cost (\$) Approx
System Analysts	176 hrs	₹594,000	\$7,920.00
UX Designers	224 hrs	₹672,000	\$8,960.00
Software Developers	536 hrs	₹2,412,000	\$32,160.00
Trainers	112 hrs	₹252,000	\$3,360.00
IT Specialist	248 hrs	₹1,023,000	\$13,640.00
QA Tester	152 hrs	₹513,000	\$6,840.00
Hardware	1 unit	₹67,500	\$900.00
Printing Materials	1 unit	₹15,000	\$200.00
Server	1 unit	₹7,500	\$100.00
Software Tools	1 unit	₹22,500	\$300.00
TOTAL		₹55,78,500	\$74,380.00

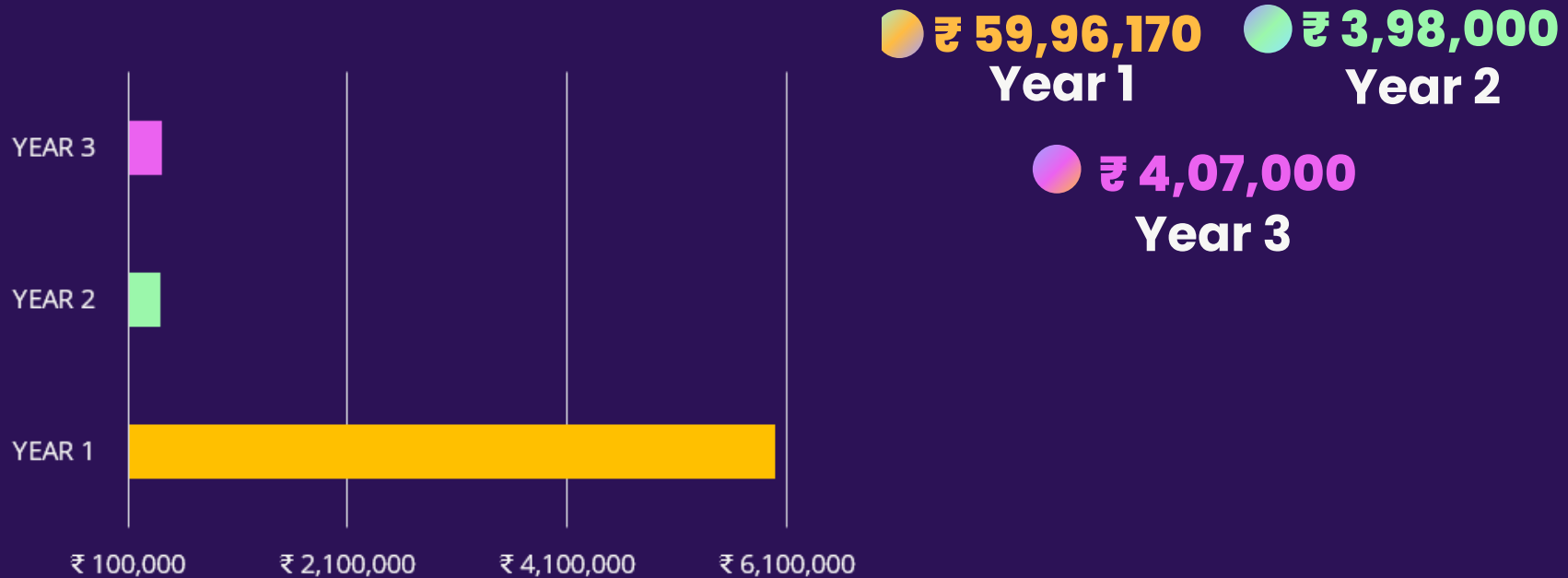
Maintenance Cost breakdown

Task Name	Cost (₹)	Cost (\$)
Server Hosting	₹7,500.00/month	\$100/month
Software Licenses	₹5,000.00/month	\$66.67/month
Cloud Storage	₹1,500.00/month	\$20/month
Data Backups	₹2,000.00/month	\$26.67/month
Website Updates	₹15,000.00/month	\$200/month
Training New Workforce	₹4,500.00/month	\$60/month
TOTAL	₹36,000.00/month	\$473.34/month

Total Cost Of Ownership

Year 1	Initial Investment	₹ 5,578,500	\$74,380
	Maintenance Cost	₹ 282,000	\$ 3,760
	Subscriptions	₹ 81,000	\$ 1,080
	Workforce	₹ 5,670	\$ 76
	Intangible cost	₹ 27,000	\$ 360
	TOTAL YEAR 1 COST	₹ 5,996,170	\$79,949
Year 2	Maintenance Cost	₹ 282,000	\$ 3,760
	Subscriptions	₹ 81,000	\$ 1,080
	System upgrades	₹ 12,500	\$ 167
	Workforce	₹ 4,500	\$ 60
	Intangible cost	₹ 18,000	\$ 240
	TOTAL YEAR 2 COST	₹ 398,000	\$ 5,307
Year 3	Maintenance Cost	₹ 282,000	\$ 3,760
	Subscriptions	₹ 81,000	\$ 1,080
	System upgrades	₹ 12,500	\$ 167
	Workforce	₹ 4,500	\$ 60
	Intangible cost	₹ 27,000	\$ 360
	TOTAL YEAR 3 COST	₹ 407,000	\$ 5,427

Projected Yearly Cost for System



Cost Benefits

- **Increased Operational Efficiency:** Estimated savings of **₹3,000/day** through faster table turnovers and reduced wait times.
- **Reduced Wastage:** Anticipated savings of **₹2,000/day** by minimizing errors in order management and inventory tracking.
- **Improved Customer Satisfaction:** Potential revenue increase of **₹1,000/day** through enhanced customer experience and repeat business.
- **Informed Decision-Making:** Expected revenue growth of **₹20,000/month** by leveraging real-time data and analytics for strategic planning.
- **Total monthly Benefit:** **₹2,00,000/month**

(For this data talked with the manager to find the estimates of savings as per them)

Cost Benefits

- Indian Channels monthly Revenue: ₹23,00,000/month
- Indian Channels monthly profit: ₹12,00,000/month
- Indian Channels monthly cost: ₹11,00,000/month
- Cost of ownership 3rd year: ₹4,07,000/year (₹33,900/month)
- Total monthly Savings: ₹2,00,000/month
- ₹ 12,00,000 + ₹ 2,00,000 - ₹ 33,900
- Total profit after 3rd year of installing system: ₹ 13,66,100/month



13.84%

With This System profit
increase after 3rd year for
monthly

(For this data talked with the manager to find the estimates of savings as per them)



05

Training Plan

Manager Training Plan

- System Overview:
 - Detailed overview emphasizing features like data analysis, reporting, and administrative controls.
 - Highlight key functionalities such as order management, menu updates, inventory tracking, and reporting tools.
- Utilizing System Reports and Analytics:
 - Training on accessing and interpreting system-generated reports for business insights.
 - Customizing reports for data filtering, trend analysis, and decision-making.
- Addressing Issues and Troubleshooting:
 - Identifying common issues and providing step-by-step troubleshooting procedures.
 - Encouraging open communication with staff to address concerns promptly.
- Scenario-Based Training:
 - Simulating real-world situations to practice decision-making based on data insights and system-generated reports.

Front Desk Staff Training Plan

- Reservations Handling:
 - Step-by-step guidance on making, modifying, and canceling reservations using the system interface.
- System Interface Navigation:
 - Familiarization with system layout and functionality for efficient navigation.
- Scenario-Based Training:
 - Simulating various reservation scenarios to enhance handling skills and troubleshoot errors.

Kitchen Staff Training Plan

- Order Processing:
 - Demonstrating order processing, prioritization, and status management through the system.
- Inventory Management:
 - Guidance on inventory tasks and updating ingredient quantities within the system.
- Scenario-Based Training:
 - Simulated exercises to handle kitchen scenarios, practicing order processing and inventory management.

Server Training Plan

- Order Taking:
 - Simulated order-taking scenarios for accurate entry and confirmation of customer orders.
- Table Management:
 - Assigning tables, seating guests, and managing statuses using the system interface.
- Payment Processing:
 - Training on processing payments, splitting bills, and printing receipts through the system.
- Efficient System Navigation:
 - Familiarization with system layout and features for improved workflow and service speed.

06

Rollout Plan

Changeover Strategy



Direct Cutover

involves a sudden and complete transition from the old system to the new one within a short timeframe.

Why Direct Cutover ?

**Immediate
Transition**

Cost Effective

Faster ROI

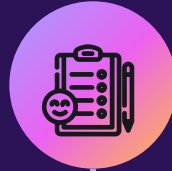
**Improved
Efficiency**



Direct Cutover Benefits

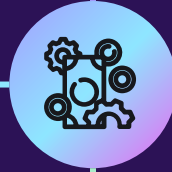
- **Immediate Transition:** Allows for a swift and immediate transition to the new system, minimizing disruption to daily operations.
- **Cost-Effectiveness:** Generally, more cost-effective compared to other changeover strategies, requiring fewer resources and less time for implementation.
- **Minimized Disruption:** Reduces the risk of prolonged disruption or downtime associated with gradual implementation methods.
- **Faster ROI:** Enables Indian Channel to start benefiting from the new system's features and capabilities sooner, potentially leading to a faster return on investment.
- **Improved Efficiency:** Streamlines processes and eliminates inefficiencies associated with the old system, leading to improved operational efficiency and customer service.

Process



Preperation

- Staff Training
- Transfer Relevant Data



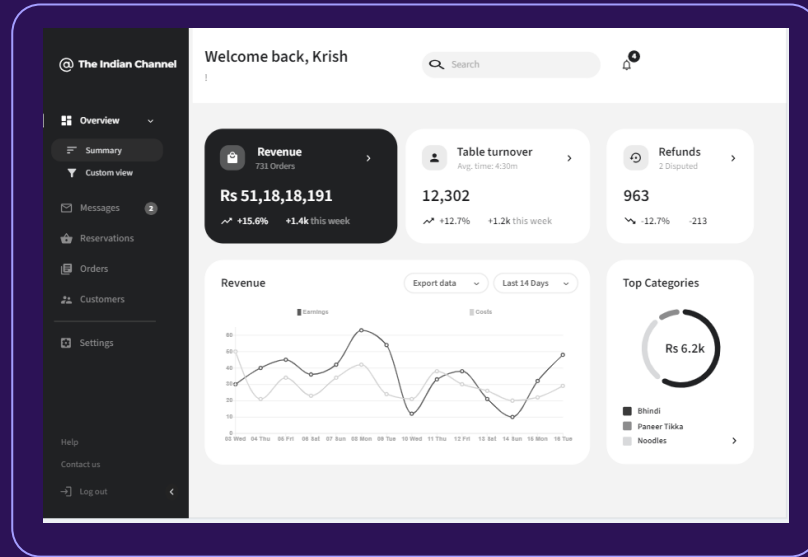
Testing

- Testing on new system



Action






- Determine Date to launch
- Monitor Rollout



Report Output Screen

The Indian Channel

Make Your Reservation

Date*		Time*	
<input type="text" value="Select Available Date"/> 		<input type="text" value="Select Available Time"/> 	
People*	First Name*	Last Name*	
<input type="text" value="0"/>  	<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	
Telephone*		Email*	
 <input type="text" value="Phone number"/>		<input type="text" value="email123@gmail.com"/>	
<input type="text" value="Type any Requirements/Comments (Optional)"/>			
<input type="button" value="SUBMIT"/>			

Reservation Data Entry Screen

Thank You !

Any Questions ?