

## Gap Analysis – Mikie’s Pizza & Sub: POS Modernization & Lunch Strategy

Category	Current State (As-is)	Future State (to-be)	Gap Identified
Order Management	Orders from Uber, DoorDash, Grubhub, and call-ins are handled on separate devices.	All orders are consolidated in a single Slice POS tablet	Fragmented system created delays, errors, and duplicate effort.
Sales Reporting	End-of-day totals and driver reports are calculated manually	Automated sales and driver reports generated through the POS	Manual math wasted time and increased the chances of errors.
Kitchen workflow	Online orders print to one printer; kitchen staff must coordinate manually	Dual printers route orders directly to pizza and subitchen simultaneously.	Caused food delays, order confusion, and slower prep during peak hours.
Credit Card Fees	~3% processing fee from the old provider	Reduced to 2.4% through Slice	Higher fees reduced profit margins
Labor Efficiency	Employees must answer phones and manage multiple platforms	AI handles call-in orders, reducing labor dependency	Overstaffed for off-peak hours with low return
Lunch Revenue	Minimal lunch business; no deals, no targeting	Minimal lunch business; no deals, no targeting	Untapped daytime customer base, no marketing outreach

Customer Targeting	Untapped daytime customer base, no marketing outreach	professionals during lunch hours	No previous campaign targeting the lunch-hour audience
Data Visibility	No real-time dashboard or platform-specific insights	Slice POS provides real-time analytics by source and time slot	Lack of data made it hard to spot trends or adjust strategy