

NCR VOYIX

NCR Technology Powers Yoshi's Massive Japanese Restaurant Location

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Proven NCR mobile POS technology drives consumer convenience and business efficiency

DULUTH, Ga.--(BUSINESS WIRE)--Jun. 6, 2017-- When the Japanese Restaurant and Jazz venue, Yoshi's, was looking for a way to increase their speed of service and customer satisfaction in their massive 17,000-square-foot location in the most efficient way, the management team turned to NCR Corporation (NYSE: NCR), a global leader in omni-channel solutions, for help with their restaurant operations transformation.

Located in the heart of the Bay Area, Yoshi's is very comfortable, incorporating new state-of-the-art technology. Leveraging NCR's reliable point-of-sale (POS) platform, they were able to install a mobile POS solution that enabled servers to take orders and payment directly at the table with direct transmission of the order information to the kitchen and bar printers. Once Yoshi's deployed NCR Aloha Mobile -- an extension of Aloha POS on mobile devices that can run on either consumer-grade or built for purpose technology -- everything changed. Yoshi's made the operational changes needed to optimize the kitchen work load, dramatically speed customer service, reshape their dining room and empower their servers to provide top-of-the-line service using NCR Aloha Mobile running on 26 NCR Orderman7 mobile devices.

"The handheld technology more than doubles the amount of tables that our servers can handle, making their jobs easier and more efficient than ever before," said Hal Campos, the general manager for Yoshi's. "The speed and reliability of NCR's technology creates a unique and smooth customer experience, allowing servers to be more attentive to each table."

To compete in today's restaurant industry, companies are constantly looking for ways to eliminate server transit time while providing a unique experience for customers. By fine tuning ordering systems, restaurants can increase customer engagement while increasing the efficiency of their staff.

"As the leader in hospitality technology, we want to make everyday easier for restaurant operators with the best possible software solutions for their business to help increase revenues and bottom line results," said Don Zimmerman, general manager at NCR Hospitality. "NCR's handheld devices are built for purpose, and improve operational performance. We have the capability to help our customers quickly incorporate this one-of-a-kind technology into their businesses, enhancing the customer experience while meeting business development goals."

Yoshi's began in 1972 as a small sushi bar and over the last 40 years has built itself into one of the world's most respected jazz venues. Today, Yoshi's is an award-winning 310-seat live performance venue with a state-of-the-art sound system and design, in the heart of Oakland's Jack London Square and is known for its spectacular service and great entertainment.

About NCR Corporation

NCR Corporation (NYSE: NCR) is a leader in omni-channel solutions, turning everyday interactions with businesses into exceptional experiences. With its software, hardware and portfolio of services, NCR enables nearly 700 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

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