



Elegant MicroWeb
Delivering the Value of Technology

Case Study

Table Booking and Advance Food Ordering Mobile App and Portal Supports Qatar-Based Restaurant Technology Solution



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The Client

This Client established a business to serve the global restaurant market with a solution that would support table booking and advance food ordering. The Client team is comprised of technical and business professionals who came together to collaborate on an idea that would cater to the global restaurant market starting in the Qatar region and expanding from there.

The Objective

The Client objective was to create innovative technology to connect foodies with restaurants and enable tasks and activities to simplify restaurant choices, visits, reservations and ordering. The Client wished to create a solution to help foodies find a restaurant nearby, review menus, book a table, and order food in advance. From the restaurateur perspective, the solution objective would be to help the restaurant promote the business, publish menus, and gain momentum in the market to increase occupancy and visibility.

The Solution

The Elegant MicroWeb team collaborated with the Client to define requirements and to design, develop and implement a mobile app and an online portal solution with a seamless, timely rollout of new features and functionality.

The Elegant MicroWeb team approach:

- Involved and coordinated with stakeholders to detail requirements and release planning
- Involved and coordinated with key product team members to plan for a robust testing phase
- Involved and coordinated with the Client team to plan for effective, timely, internal and production releases
- Ensured network, hardware, and technology compatibility and performance
- Defined and implemented quality and support processes to accommodate upgrades and ongoing maintenance
- Developed and deployed an appropriate training program for users



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The scope of this project included:

- **Dynamic Multi-Lingual, Multi-Country, Multi-Currency Support**
- **Online Portal and Mobile Application Development**
 - A platform for restaurant membership and information management
 - Customer/user registration support
 - Restaurant search capability
 - Support for table reservations and advance food ordering
 - Detailed menu information
 - Payment processing
 - Enable user reservation management
 - Share restaurants and listings with other users
- **Restaurant Panel Development**
 - Restaurants can establish and manage profile information and photos
 - Restaurants can post and manage menus
 - Restaurant managers can monitor and manage table and reservation availability
 - Managers can establish and update terms and conditions, cancellation policy and more.
 - Restaurants can manage bookings
 - Process bookings
 - Process advance food orders
 - Hold and Release reservations and wait list entries
- Managers can monitor and manage commissions
- Restaurants can manage revenue
- Managers can view and download reports
- **Web Administration Portal Development**
 - Manage Business Operations
 - View Dashboard
 - Manage Financials
 - View commissions due/released
 - View revenues
 - Manage Bookings
 - Manage Customers
 - Manage Restaurant Packages
 - Manage Restaurant Promotions/Featured Listings
 - Manage Content Pages
 - Manage Complaints, Feedback and Messages
 - View and Download Reports
- **Support & Maintenance**
- **Training**
- **Deployment on AWS Cloud**



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The Technology

- **Web Administration Portal**
 - Complete MEAN Stack
 - Database: Mongo DB
 - API: Express JS
 - Front-End: Angular
 - Back-End API: Node JS
- **Mobile Application**
 - Ionic Cross-Platform Application Development Framework
- **3rd Party services**
 - Payment Gateway
 - QPay
 - CyberSource
 - SMS Gateway
 - Ooredoo

Elegant MicroWeb Role

The Elegant MicroWeb team provided support, knowledge and skill in the following areas, working closely with all stakeholders:

- Understanding and documenting requirements
- Project roadmap planning
- Technical feasibility
- Graphics, layout and user experience design
- Architecture, design, development, maintenance and support
- Continuous enhancement, upgrade and roll out
- Deployment of web portal on AWS Server
- Release native apps on Apple and Google stores
- Training and support for business users

Conclusion

Elegant MicroWeb worked closely with the Client team to plan, design, develop and build solutions that would support the start-up concept and roll-out and achieve the business vision with solutions that are designed to assist foodies, restaurant patrons and restaurant owners and managers with worry-free, intuitive features for restaurant promotion and management, table reservations, advance food ordering, sharing restaurant recommendations and more. The Client roll-out will begin in Qatar with a planned global roll-out to restaurants and users around the world!



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Contact Us

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