

CASE STUDY OVERVIEW

COMPANY

Tokyo Grill
 Venetian Village, Ritz-Carlton
 Abu Dhabi Grand Canal
 Abu Dhabi
 United Arab Emirates

CHALLENGE

Tokyo Grill was looking for a POS system that would help boost revenue and increase efficiency. They wanted a solution that was user friendly, yet advanced enough to provide the reporting and analytics they needed to measure performance.

SOLUTION

Infrasys Cloud is a fast, reliable, and secure cloud-based POS system. It's advanced reporting capabilities, easy customization abilities, and flexibility provided Tokyo Grill with a perfect solution to fit their needs.

RESULT

With Infrasys, Tokyo Grill has increased their operation's efficiency through the software's advanced reporting features and its ease of use design.

Tokyo Grill Bar Increases Operational Efficiency with Infrasys Cloud Point-of-Sale

The Venetian Village is Abu Dhabi's newest waterfront leisure destination. The Renaissance style village spans 20,000 square meters (roughly 5 acres) and is inspired by the urban planning methods of Venice, Italy. Located on a canal, the village offers many activities and features a diverse mix of dining outlets. Whether you're a local resident or a tourist, there is something for everyone at the Venetian Village.

One of the dining outlets located in the Venetian Village is Tokyo Grill Bar. Owned by Capital Motion, an Abu Dhabi based hospitality development and management company, Tokyo Grill is an international restaurant that specializes in Japanese cuisine with a flare.

With the goal of providing an inspiring dining experience, Tokyo Grill is a place where culinary and theatrical art are combined to deliver exceptional food and service. Tetiana Lysenko, Assistant Restaurant Manager at Tokyo Grill says, "We always keep positive vibes in our restaurant, and our service team knows how to take care of our guests."

Challenge

Operating a restaurant is a 24/7 job, working in a fast-paced environment that is constantly changing. In today's world, a successful restaurant depends heavily on technology that ultimately helps the restaurant boost revenue and increase efficiency. Tokyo Grill was looking for a point-of-sale (POS) system that would do just that.

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They needed a POS system that was user friendly yet advanced enough in its reporting capabilities and ended up finding the perfect fit for their needs in Infrasys Cloud POS, made by Shiji Group.

Solution

Tokyo Grill was drawn to Infrasys Cloud POS for multiple reasons: its user-friendly design, ease of use, detailed reporting capabilities, and the fact that it had all of the features the operation needed to run successfully. Tetiana stated “we found the Infrasys Cloud system much more advanced.”

One feature that stood out to the Tokyo Grill team was the user-friendly nature of Infrasys. Tetiana stated, “the system is quite easy to use. All of our team learned how to work with it very fast.” This boosted efficiency for Tokyo Grill in the sense that they did not have to spend an enormous amount of time training their team when they implemented Infrasys Cloud. There was a quick turnaround in having the team back up and running, and continuing restaurant operations as normal.

Infrasys’ cloud stability is unparalleled in the cloud POS market today. The software is completely stable in the cloud and does not have downtime. This means that restaurant operators do not have to worry about IT troubles interrupting their business. “It always works properly” stated Tetiana. Tokyo Grill installed Infrasys in December of 2018.



Outdoor patio at Tokyo Grill

Results

Since implementing Infrasys, Tokyo Grill has been able to increase their operation’s efficiency. They have found that the reporting capabilities within Infrasys have greatly assisted them in monitoring their sales, allowing them to make the right operational changes to ensure that their business is generating the most amount of revenue.

Brett R. Smith, Vice President of Global Strategy and Product Management at Shiji Group says “Accurate reporting is the fundamental key to success in a restaurant operation. If you are unable to get an accurate look at how your restaurant is performing, success will be difficult to achieve. That is why with

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Infrasys, we have paid great attention to the types of reports that are available in the software, and the ease of customizing those reports to fit each individual organization's needs."

Tetiana added, "Infrasys Cloud has everything you need to operate a restaurant business. The reporting structure has allowed us to have greater insight into our operation, the system is more user friendly than other POS systems that we've had experience with, and it has helped us to greatly increase order accuracy, which in return, makes our guests happy."

Shiji Group provides software solutions and services for the hospitality, food service, retail and entertainment industries, ranging from hotel management solutions, to food and beverage and retail systems, payment gateways, online distribution solutions and more.

Founded in 1998 as a network solutions provider for hotels, Shiji Group today develops cloud technology platforms that facilitate data exchange by connecting businesses vertically and horizontally across related industries. Shiji's goal is to facilitate our client's transition to fully integrated systems through a network of platforms that communicate securely and easily, so that they can focus on serving their customers and guests.



Interior of Tokyo Grill at The Venetian Village



Delicious Tokyo Grill dishes

LET'S TALK ABOUT YOUR IDEAS

For more information about Infrasys Cloud POS and Shiji Group, please visit our website or contact us by phone or email.

ABOUT SHIJI GROUP

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Founded in 1998 as a network solutions provider for hotels, Shiji Group today comprises 4,000 employees in 70+ subsidiaries and brands, serving over 60,000 hotels, 200,000 restaurants and 400,000 retail outlets.

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