Nation's Restaurant News

FAQ

LEVERAGING THE POWER OF THE BOHA! RESTAURANT OPERATIONS PLATFORM BY TRANSACT TECHNOLOGIES

Frequently asked questions about this digitized restaurant operations platform:

1. Why does BOHA! ROP stand out from other operations solutions in the restaurant industry?

BOHA! ROP is the first single, digitized platform for managing and tracking food-safety procedures and back-of-house operational processes. It covers four key areas: food safety, operational task management, food preparation and inventory management.

With BOHA! ROP, restaurant operators can focus on food safety and back-of-house operations throughout the company and boost their efficiency and productivity. They can deploy a suite of apps with wide-ranging capabilities, including BOHA! Checklist, Labeling, Media, Temp and Timer.

Importantly, BOHA! is a future-ready platform that adapts readily to ever-changing business conditions. The iPad-based system combines purpose-built BOHA! hardware that withstands the rigors of the kitchen with BOHA! native iOS applications that feature enhanced security and hardened technology. What's more, the system can be managed and updated from a single location, the BOHA! Control Center web portal.

Competing operations systems only scratch the surface of what BOHA! ROP does. It is the only all-in-one system with a full suite of applications made for an enterprise brand.

2. Why should restaurateurs who use paper-based operations management systems, or a combination of paper and vendor solutions, switch to BOHA! ROP?

Meeting today's extraordinary business challenges requires moving beyond outdated paper-based systems and adopting the powerful management, reporting and analytics capabilities of the digitized BOHA! ROP platform.

First, keeping records on paper is notoriously time consuming and error prone, leading to disorganization in the back-of-house. Second, data collected on paper has limited utility as business intelligence because it is difficult to analyze and process. Furthermore, unlike paper systems, BOHA! ROP automates tasks that used to require manual work and notifies and guides the operator when operational actions need to be taken.

In some cases, operators use a cumbersome mix of paper systems and vendor-supplied solutions to manage back-of-house processes, such as a paper checklist on a clipboard and an automated labeling app. Switching to BOHA! ROP is a leap ahead in operational simplicity and efficiency, reducing paper and technology applications with a single, central digitized platform that makes it easy to manage and update processes across all locations of the company.

3. How can BOHA! ROP enable corporate managers to oversee store performance and access real-time business intelligence?

Operators can use the BOHA! Control Center, a single-web portal, to manage and update their BOHA! applications from a single location. Its powerful reporting and analytics allow regional managers and corporate executives to understand what is going on in operations at all levels—corporate, regional and store—in real-time so they can fine-tune the business. In addition, from a food-safety auditing perspective, operators can quickly review performance logs and create actionable reports. The enhanced accountability of this robust digital platform is particularly important given the heightened health and safety consciousness of the COVID-19 era.

4. In addition to the core BOHA! suite, which additional BOHA! apps might operators deploy for increased functionality?

Operators can download additional BOHA! apps to manage equipment temperature monitoring, inventory, food prep and food recalls.

In addition to capturing food temperatures, restaurants can also leverage BOHA! Temp to monitor equipment temperatures by installing LoRaWAN sensors to automatically record equipment temperatures and receive out-of-range alerts.

Easily manage your inventory with digitized counts, suggestive ordering, waste logging and quality complaints to deliver leaner inventory levels so you always know what's available.

The BOHA! Food Prep app helps eliminate food waste by calculating a prep schedule, so employees know exactly how much food to prep each day.
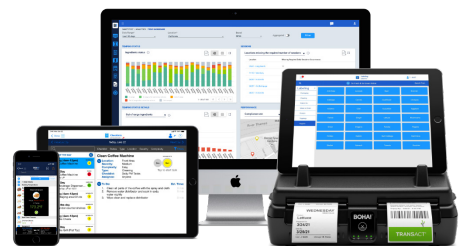
When a food recall occurs, the BOHA! Food Recall app boosts recall response across all locations, saving vital time over pulling paper logs from file cabinets and notifying restaurant locations manually.

5. Why is automating and digitizing back-of-house operations especially important now as restaurant operators strive to recover from the pandemic?

Given the demands of business today, there has never been a more critical time to adopt technology that automates operational processes, especially those concerned with sanitation and customer safety. BOHA! ROP digital tools keep operators up to speed with frequently changing regulations and guidelines and track whether food-safety directives are transmitted and performed in all company locations. For example, the BOHA! Temp app replaces notoriously inefficient paper-management systems with a digital checklist for taking and logging food temperatures. In addition, the app's enhanced analytical capability gives the operator valuable business intelligence.

6. How can automating processes in the back-of-house improve the customer experience in the front-of-house?

When key processes in the back-of-house are automated, it sends positive ripples throughout the operation. A well-organized, digitized operations platform encourages a more efficient and harmonious workflow in the back-of-house and reduces stress on the staff. Managers can spend more time engaging with customers and less time overseeing back-of-house tasks, resulting in better dining-room service and hospitality.