

Sol Pilot Installations: An Unmitigated Success

"The unit fits comfortably in your hand, even after hours on the job."

The first Sol pilot installation was implemented at a Lutz store in Ried im Innkreis (XXXLutz is the world's second largest furniture dealer). Franz Schickbauer, CEO of Resto Lutz, is very pleased: "I was impressed by the speed with which Orderman and our supplier 'novacom software' was able to install the system and get it up and running."

The Lutz subsidiary in Ried im Innkreis was handling some 5,000 orders a day with Orderman Don units, in December two Sol handhelds were added. Even on December 8, one of the busiest days of the year, everything ran smoothly. The wait staff is also impressed by Sol's handling and they find it easier to hold than Orderman Don. "I didn't need training. I was able to start working with Sol immediately," states one member of the restaurant's staff.



The intuitive operation is the result of intensive collaboration between Orderman and the software ergonomics experts at the Fraunhofer Institute. The new product benefits particularly from the latest scientific findings and hands-on experience collected from several field studies in restaurant and hospitality settings. The service staff was also impressed by the ideal ergonomics of the new handheld: "Wonderful! The unit fits comfortably in your hand, even after hours on the job."

When the ski lodge is humming...

The same positive impression is provided at Gehwolfalm in Grossarl, where Sol handhelds have been in use since December. The manager, Rupert Gschwandtl, refers to the top new unit in the restaurant and hospitality industry as a "major success." Formerly, he was running a WLAN solution from a different company, which he states "was not too bad but was not reliable." If the system crashed, it would take five minutes to restart. With hundreds eating lunch, this resulted in considerable loss.



Karin, a member of the wait staff, is impressed by Sol's ease of operation. "The display is large, and I don't need so many clicks when entering orders." And the new remote service concept won over Mr. Gschwandtl. For him, there is "nothing easier," particularly at a difficult to reach mountain lodge.