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friday

Case Study

Friday POS is a fully integrated, cloud-based restaurant management system offering smart business solutions for point of sale, back office & inventory, management & reporting, self-service kiosks and kitchen display systems. It's compatible with all hardware types enabling it to be POS for all.

Industry | Food & Beverages

Project Overview

Friday POS offers a cloud-based all-in-one restaurant management system for Windows, Android and IOS. Since our inception in 2015, our mission is to deliver the best possible & reliable POS solution to our clients which helps our clients in optimizing their business operations by improving efficiency, mitigating operational costs, and improving profitability with the help of the latest cutting-edge technology. Through our powerful insights & analytics, we are changing the way restaurant and café owners do business. Friday POS offers a comprehensive solution, which helps our clients in managing their food costs through our recipe and ingredient management system, and then our inventory management system allows our clients to keep track of their inventory in real-time.

The Point of Sale (POS) industry is a thriving sector that has experienced significant growth in recent years. The global POS market size was valued at USD 75.54 billion in 2020 and is projected to reach USD 191.42 billion by 2028. With the rise in digital payments, the use of payment cards at POS terminals has increased significantly. As of 2020, there were over 8 billion payment card transactions processed annually in the United States alone.

All of these statistics portray the opportunity in the POS market, and this is what Friday POS is all about.

Not just a POS terminal! Friday is developed keeping in mind the adaptability, scalability and flexibility of the system. During the development of Friday POS, Xeltec made sure the application has every feature from payment processing to integrating the data into digital reports for ease of management.

Here are the four main products Friday POS specializes in:

- Point of Sale
- Management Reporting
- Inventory Management
- Delivery Management

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Key **Findings**

During the initial phases of development, there were many functional & technical gaps which needed to be addressed.

1. **Hardware Compatibility:**

   There were compatibility issues with certain hardware components leading to difficulties in integrating or operating these devices effectively.

2. **System Reliability:**

   To minimize disruptions in payment processing, a stable and reliable system was required for optimum operations and customer service.

3. **Integration Challenges:**

   As a complete restaurant management & payment processing tool, Friday POS needed to integrate with other business systems, such as back office & inventory software. Incompatibilities or difficulties in seamless integration can lead to data inconsistencies & incomplete functionality.

Problem Statement

Friday POS was developed keeping in mind the utility and purpose of the application, which is to be a one stop solution for payments and restaurant management systems. For that we faced the following problems;

1

Un Organized System

Lack of proper organization in the POS system leads to confusion and inefficiencies in managing sales, inventory, and customer data, resulting in errors, delays, and difficulty in retrieving information.

2

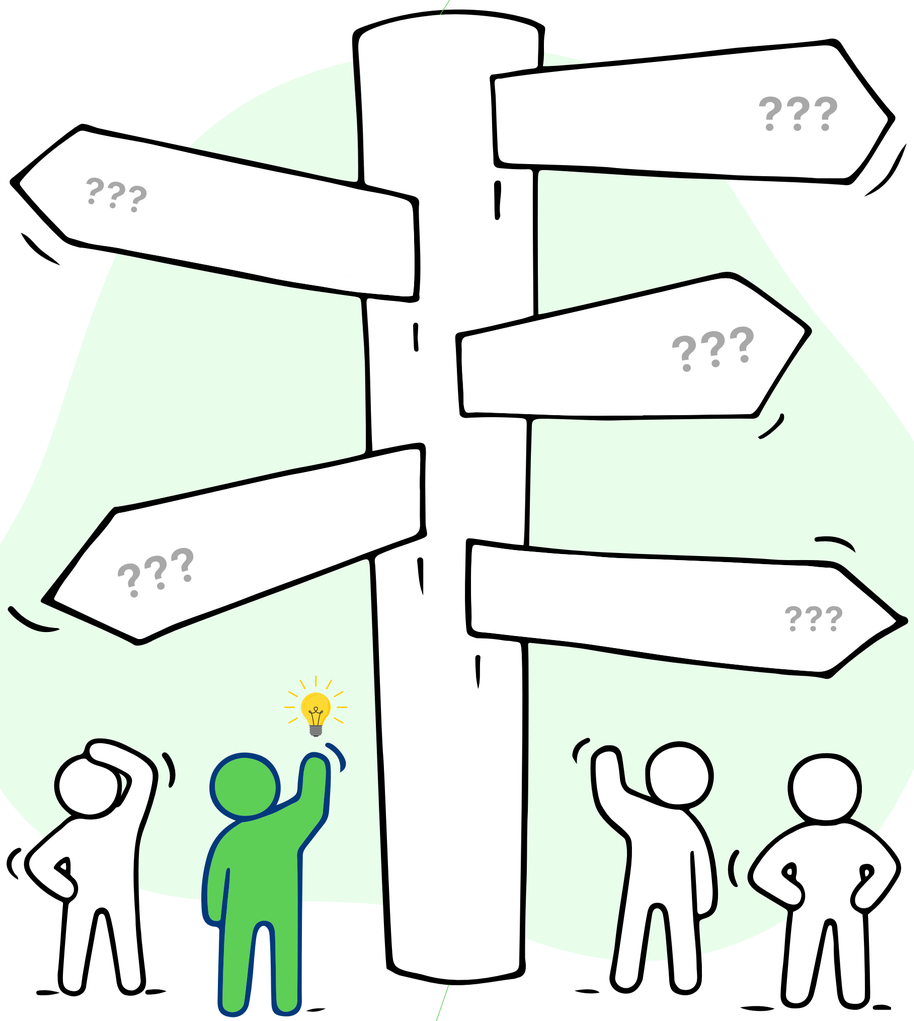
Technical Debt

Since the application integrated complex tools, system complexity increases. This along with many other factors contributed to the technical debt which needed to be resolved.

3

Lack of Technical Documentation

Insufficient documentation of Friday POS system's technical aspects, including architecture, APIs, configurations, and integration guidelines, creates difficulties in maintenance & operations.



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Implemented **Solution**

Our talented engineers worked on the above-mentioned issues and resolved it in the following way;

1

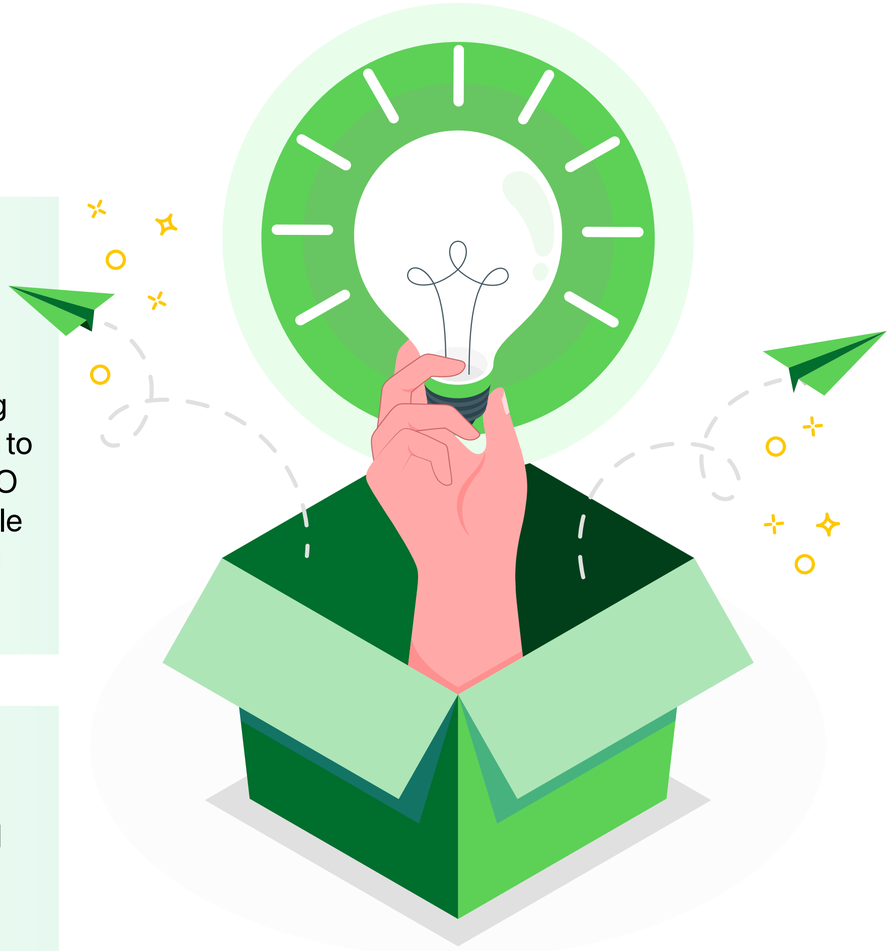
Organizing Architecture

Xeltec revamped the entire backend architecture by implementing Micro Frontend (React) and microservices on the backend. This increased system performance & scalability for streamlined operations. Revamping the architecture helped us with easy maintenance and third-party integrations.

2

Technical Debt

By implementing Single Sign-On (SSO), businesses consolidated multiple applications into a unified authentication system, simplifying user access and reducing login friction, leading to improved productivity and user experience. SSO enables seamless authentication across multiple apps, allowing for easy access while increasing security.



3

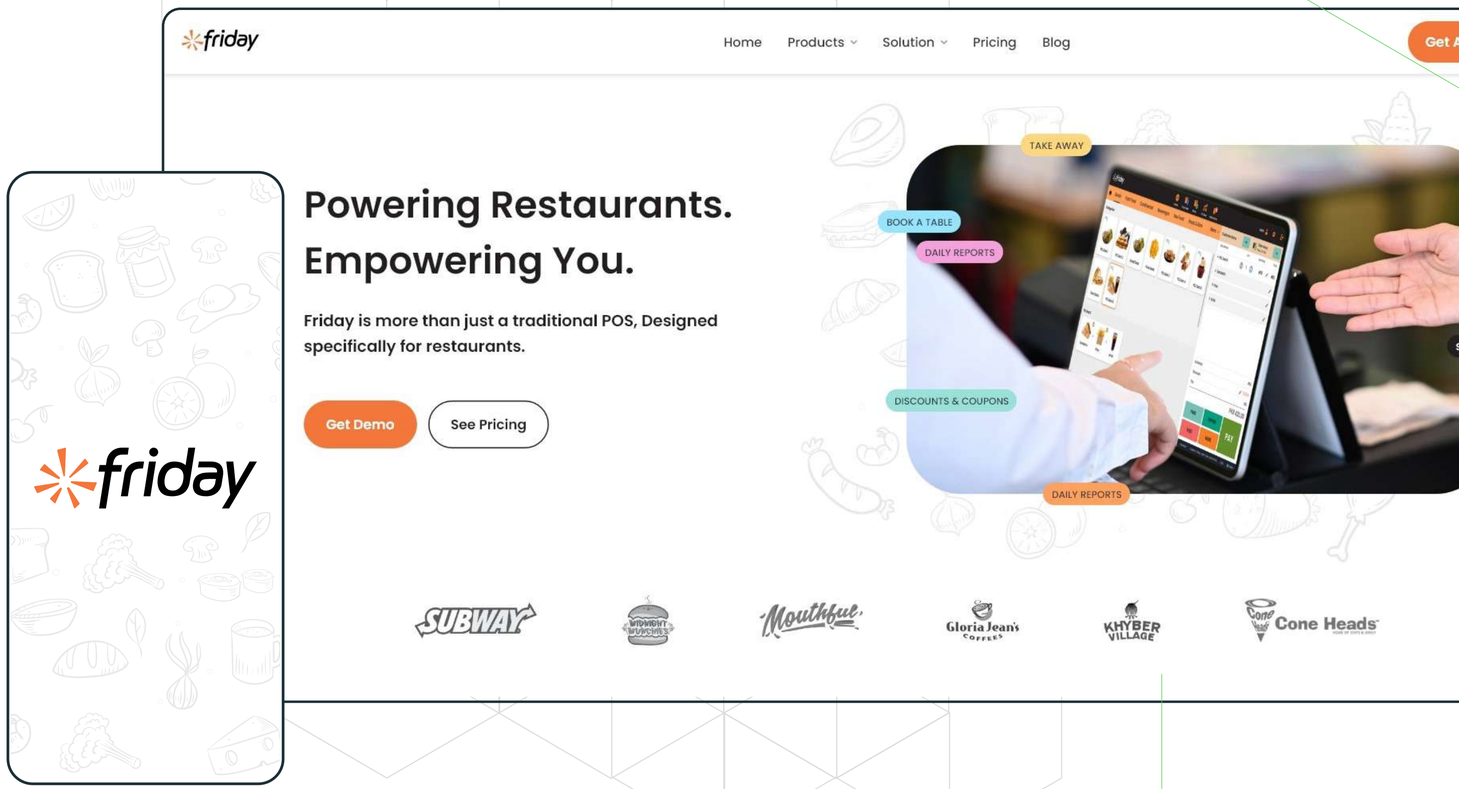
Increased Performance

The implementation of gRPC enhanced scalability by enabling efficient communication between client and server applications, resulting in improved performance and reduced latency. gRPC facilitated optimized cross- communication, allowing for seamless data exchange and seamless client-server interactions.

Results

By removing all the problems & implementing targeted solutions, Xeltec enabled Friday POS to be more than a POS terminal. Friday POS can work on multiple platforms like PC, iPad, Mac, and special hardware. It features Integration with QuickBooks & Xero, Self-Service Kiosk, Kitchen Display Systems, Customer Facing Display, Extensive and accurate reports. All of these are accessible on a Single Dashboard Management system, allowing maximum performance, scalability and accessibility. Users can generate reports with just one click, reducing the manual tasks by large.

Being able to do so many things with great accuracy and perfection, Friday POS has helped clients like Subway, Gloria Jeans and Mouthful to manage their kitchen and office operations more effectively, hence contributing to the overall success of mainstream restaurants.



Tech **Stacks**

.NET Core · Microsoft WPF · php

Web link: https://www.fridaypos.com

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Thanks for your **Precious Time**