CASE STUDY Mobile app development | DIGITAL ORDERING | FOOD AND BEVERAGE

A mobile ordering platform for faster restaurant pickups.

A food and beverage ordering startup wanted to replace manual ordering and payments. We built a **mobile-first platform** for customers and restaurant staff: an **iOS and Android app**, a real-time portal and secure payments.

CLIENT: A FOOD AND BEVERAGE ORDERING STARTUP (SAAS)

IOS AND ANDROID
Mobile
One cross-platform app to browse, order, pay and pick up

RESTAURANTS
Real-time
Order tracking and updates in one web portal

PAYMENTS
PCI
Compliant payment processing built into the app

CLIENT BACKGROUND

The client is a **SaaS company offering mobile food ordering and payment** for restaurants that want to streamline pickup and order management.

It wanted to reduce friction from order to pickup and move away from manual ordering and payments. With little digital infrastructure in place, it partnered with Krish to build one streamlined solution for customers and staff.

BEFORE
Manual ordering and payment
Manual orders, offline payments

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AFTER
Mobile-first ordering platform
App, restaurant portal and secure payments

THE CHALLENGE

Limited digital ordering
No mobile ordering limited customer convenience and revenue growth.

Manual payment processing
Outdated manual payments caused friction and security risks.

Little digital infrastructure
With little in place, the startup needed a complete platform built.

Fragmented restaurant management
No central tools for order tracking and pickup coordination.

Lost and confused orders
Restaurants handled pickup requests by hand, so orders got mixed up or lost.

Revenue held back
Friction in ordering and payment limited how much restaurants could sell.

WHAT WE DELIVERED

01 **Solution architecture** — ARCHITECTURE
We designed one platform to serve both customers and restaurant staff.

02 **UX and UI design** — UX / UI
We designed the user experience and interface for the app and the portal.

03 **Cross-platform mobile app** — IOS · ANDROID
Customers browse menus, place orders and manage pickups on iOS and Android.

04 **Restaurant management portal** — WEB PORTAL
A central web app lets restaurants receive, track and update orders in real time.

05 **Secure payment integration** — PCI
PCI-compliant payment processing runs directly inside the app.

06 **Ongoing maintenance** — SUPPORT
Krish designed, developed and maintained the customer app and the restaurant web app.

RESULTS

Shorter order-to-pickup time
Mobile-first ordering reduced the time from order to pickup.

Real-time order visibility
Restaurants run smoother operations with live order status.

More repeat use
Customers order and pay easily, which encourages repeat usage.

Fewer order errors
Central order tracking reduced errors and drop-offs.

More revenue potential. Simpler ordering and payment give restaurants more room to grow sales.

TECHNOLOGIES USED

ASP.NET MVC · SQL Server · iOS · Android · PCI-compliant payment gateway · Cross-platform mobile

FINAL PERSPECTIVE

Krish gave a startup with little digital infrastructure a **complete mobile-first ordering platform**. Customers order and pay in the app, restaurants see every order in real time, and pickups move faster for everyone.

Planning a customer ordering app?

Talk to a Krish app development team.

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Read this case study online: krishservicesgroup.com/case-study/digital-ordering-system-for-restaurant/