# Accelerate time-to-delivery with Capgemini's digital Food Delivery-in-a-Box

In this customer-first era, there is an ever-increasing demand to innovate faster to meet evolving expectations. Consumers want polished, high-quality experiences with quick, seamless transactions. Quick-service restaurants (QSRs) are no strangers to the demands and expectations of today's digital-savvy and time-starved consumers. Convenience-seeking consumers have a growing appetite for home food delivery.

## The challenges of working with delivery-service providers

Additionally, as restaurants continue to ramp up online ordering, third-party delivery is no longer just an option for QSRs. It's essential. Though QSRs understand the importance of working with third-party delivery services (think Uber Eats or Grub Hub), it can be challenging given that they often require each restaurant to use a separate tablet to receive orders, with each order manually entered into the point-of-sale (POS) system by a restaurant employee. This manual process often results in errors or missed orders. This can lead to lost revenue and opportunity.

Capgemini's API-led Food Delivery-in-a-Box solution connects food-delivery systems in a single tablet experience. This experience:

- Captures orders automatically in a seamless transaction
- Eliminates manual order entry and the potential for delivery errors
- Reduces staff required to manage orders during busy hours, allowing them to focus on other in-house priorities.

An API-based architecture framework extends this solution to integrate with multiple food-delivery services rapidly, thereby decreasing time to launch and accelerating revenue recognition for the restaurants.

With this integration, QSRs also own customer data – turning their teams into marketing powerhouses. Armed with data on customer preferences, restaurants can build profiles, contact customers with special offers, or create offers based on order history – enabling them to not only expand their customer base but also build a strong incremental revenue channel.

With this Capgemini solution, powered by MuleSoft's market-leading Anypoint Platform, leading QSRs can reap the rewards of optimized technology and help restaurants meet customers' growing demands for speed, customization, and convenience.

Are you ready to learn more? Contact our team to get started.

### Reusable, microservices-based framework:
- MuleSoft-based APIs for menu and order processing
- MuleSoft-based APIs for restaurant, kitchen, PoS, and MDM integrations
- Uber Eats and Grubhub integration via authorization framework

### Extensive exception management via Capgemini's Core Integration Framework
- Menu upload fails
- Order transformation errors

### Required customizations:
- Order and menu process flow steps
- MuleSoft RAMLs (minor tweaks)
- MuleSoft transformation for menu/order to be updated based on restaurant-specific data models

## About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year+ heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. Today, it is a multicultural company of 270,000 team members in almost 50 countries. With Altran, the Group reported 2019 combined revenues of $18.5billion.

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## www.capgemini.com

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