# VAPIANO VAPIALINO

**CASE STUDY**

# VAPIANO – VAPIALINO

Introduction  of **unTill® POS system** as a replacement of RMS
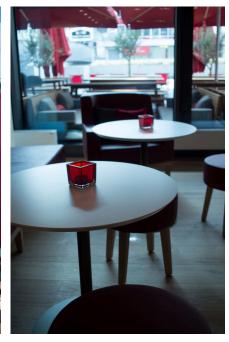
:MS POS
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# About Vapiano | Vapialino **INTRO**

Vapiano offers its guests a unique dining experience. Orders are placed and paid for via a chip card, which is given to each guest when they enter the restaurant. The relaxed atmosphere is combined with modern, open kitchens and an inviting design. The menu includes a variety of pastas, pizzas, salads and desserts, freshly prepared at various stations. Guests can watch at any time the cooking process live.



The opening of the first Vapiano restaurant in Zurich in 2007 was followed three years later by a rapid expansion with further locations in Basel and Zurich 2, as well as in Basel 2 and Bern in 2015 and 2016 respectively. The restaurants in Basel and Bern have since closed due to the pandemic caused by the coronavirus. The catering company Sodano Group AG currently operates the two Vapiano restaurants in Zurich and the newly developed Vapialino restaurant concept in Spreitenbach near Zurich. There are currently 120 employees at all locations.



Vapialino is the newer compact format of the Vapiano restaurants equipped with a smaller kitchen area and fewer seats (50-100). The menu is somewhat smaller and focuses primarily on top sellers. With ready-to-use sauces, self-order terminals and QR code ordering, Vapialino offers a fast, efficient and modern catering experience.

# PROJECT Approach

The Dynamics RMS (Retail Management System) POS system has been in use in all Vapiano restaurants for many years. A solution that ideally reflected the specific concept of using chip cards. When Microsoft announced that it would no longer support and maintain the solution, it became a necessity changing the system, but without altering the proven, typical Vapiano concept. Therefore, we recommended our unTill® POS system to the customer as an alternative solution, which was also to be implemented for the newly planned Vapialino restaurant concept.

A major challenge for this system change was to integrate the functionality of the previous solution used by Vapiano, some of which were individually programmed, into unTill®. The primary objective was to implement the unique functionality of the previous solution, i.e. the booking of orders via chip cards, in unTill®. The use of mobile devices were to also be possible, as well as the connection to third-party systems (e.g. an ordering application or a planning tool) or the retrieval of article and sales data from a central connection. Furthermore, an intuitive user interface on all devices was also needed. The aim was also integrating an interface from the existing payment provider, Worldline, so that the payment amount could automatically be sent from the till to the POS device. This last point was previously not possible.
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# IMPLEMENTATION Solution

With the introduction of unTill®, we were able to continue the tried-and-tested chip-card ordering process in the two Vapiano restaurants, and also add the new feature of giving guests at Vapialino the option of ordering via self-order terminals or QR codes using their smartphones. We have implemented this extension through the interface to Jamezz.

In addition, customers can now control the layout and sorting of individual items themselves, for a better overview and faster ordering at the terminals. Items such as specials or seasonal dishes can be displayed and/or hidden in the system on a time-controlled basis, as can price and item changes (even between restaurants). As a result, customer changes are implemented much more quickly, and the user interface at the POS has also been greatly simplified.

The centralised management flow, which enables the processing of item master-data and custom reports is implemented via unTill® Web Management and adapted to the customer's specific needs. This new and dynamic reporting system can be accessed from anywhere via Cloud. Restaurant managers, for example, have their own access and can generate reports and view analysis. Reports are sent automatically, saving time for the accounting department and operational management.

By connecting Worldline's payment terminals, cashless payments are triggered faster and efficiently. Amounts no longer must be typed manually on devices, instead the amount due is automatically sent from unTill® to the dedicated terminals. In addition, the tipping functionality has also been enabled, allowing guests to tip independently during the payment process. Payment methods are now instantly categorised and stored in reports, making life much easier for staff and the accounts department.

## At a glance

- Project period 4 weeks in total
- 2 Vapiano in Zurich, 1 Vapalino in Spreitenbach, Switzerland
- POS system unTill® with
  - unTill® Web-Management
  - Introduction self ordering viaJamezz
  - Integration payment provider Worldline
- 5 registers and 16 order terminals at the stations in total
- 1 self order terminal at the Vapialino in Spreitenbach
- 4 handhelds in the two Vapiano restaurants
- 9 printers in total

The ordering terminals at the kitchen and pizza stations, as well as the interface layout of the handhelds, have been adapted to the modern design of unTill®, making it easier for staff to take orders at the respective stations. Free options or additional requests are now much easier to enter.

## Summary

- Easier administration of the system for the customer
- New and modern connections to software partners such as Jamezz, and Worldline (or other interfaces possible)
- Easier operation of cash registers and terminals thanks to the new unTill ® design
- Analysis available almost in real time and accessible from anywhere (via unTill® Web Management)

# CONCLUSION Lessons learned

Right from the start of this project, the question was how would we manage integrating a robust existing concept into the new solution in such a way that the core functionality would be retained, while at the same time taking into account the latest developments and introducing more efficient flows and processes. However, it has become clear that these results can only be reached if the project is planned on an equal footing and those who use the software daily on hand are brought on board. It was this intensive dialogue that helped us to better understand the needs and wishes of our customers.

*We have had an excellent working relationship with MS POS at our sites in Switzerland since 2007. We were able to successfully switch from the discontinued RMS model to unTill in Zurich 1 in 2023 and in Zurich 2 in 2024. We have also been able to equip our new concept with unTill system and are so happy with it that we would like to use this checkout solution in all our other locations. The standardised system across all locations also simplifies data and report management.*
**Philipp Leuker, COO Sodano Group AG**

# OUTLOOK Future

Using unTill® software and the interface to our partner Jamezz, all other Vapialino restaurants will be connected to Jamezz in the future also. Orders are placed either at the table or in the hotel room (the hotel location is in the immediate vicinity) using a QR code or sent directly to the open show kitchen via the self-order terminal set up in the restaurant. The orders are then prepared in front of the guests or handed over to the service staff to be delivered to the hotel room directly.

# **AND** how can we help you?

Contact us!
We are happy to advise you.

*Team* MS POS

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