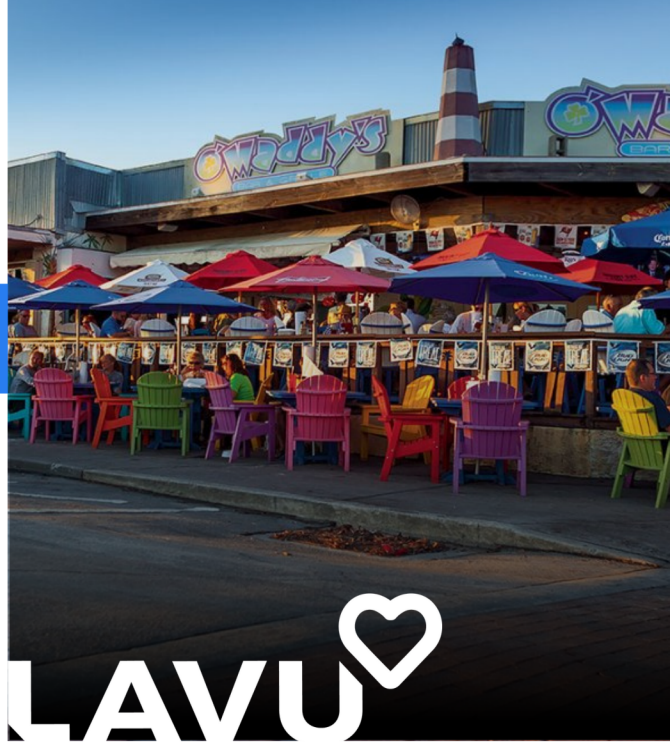




CASE STUDY

O'Maddy's was tired of Toast's billing and customer support. They needed to reduce credit card processing fees and were ready to switch to an easier point-of-sale system. Lavu provided the solution to their challenges.



Challenges

- Difficulty with Toast's billing & customer support
- High credit card processing fees
- Handhelds were difficult to grip

Solutions

- Straightforward billing with Lavu and 24/7 support
- Virtually eliminated processing fees
- Easy-to-use handhelds for servers



"The Lavu onboarding process has been phenomenal. We utilize all the handhelds, we utilize the KDS screen in the back, and we also utilize Lavu gift cards."

Joe Guenther

Owner, O'Maddy's Bar & Grill

OBJECTIVES

O'Maddy's, a popular restaurant, faced several challenges that impacted its operational efficiency and customer satisfaction. The primary issues included difficulties with Toast's billing and customer support, high credit card processing fees, and challenges with handheld device usability.

SOLUTIONS

By removing the challenges of dealing with Toast's billing and support, reducing credit card processing fees, and enhancing handheld device usability, O'Maddy's created a more efficient and customer-friendly environment, ultimately improving operational performance and customer satisfaction.

BENEFITS

Efficient Operations

Lavu's POS system streamlined O'Maddy's operations, improving order processing and minimizing errors.

Cost Savings

Lavu virtually eliminated credit card processing fees, leading to significant cost savings for O'Maddy's.

It's Easy

Lavu's user-friendly interface and easy-to-hold handheld devices enhanced the dining experience, ensuring swift orders and seamless transactions for increased customer satisfaction.