



**Maitre'D®**  
Software that serves you better

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- Kent Koh, IT Manager

## Di Maggio's

### **Challenge: Find dependable POS system that can support heavy traffic**

Based in Glasgow, Di Maggio's is a successful chain of eleven casual dining restaurants in the UK. According to Kent Koh, Di Maggio's IT Manager, the chain wanted to make a switch from its existing system to a robust POS that would provide, "speed, reporting and security." These characteristics were particularly important to DiMaggios since a key factor to their business success is ensuring excellent customer service.

### **Solution: Maitre'D proves its value**

With a menu presenting a wide variety of dishes, and take-out counters in all of their locations, Di Maggio's needed a reliable application: "Reliability is key," Koh says, "because of the extremely high volume of sales." Maitre'D distinguished itself from competing solutions, says Koh, as he found it was "proven to be working on all the aspects we required. Its stability and the ability to adopt changes were essential to our needs."

### **Results: Di Maggio's enjoys EOD reporting and local support**

For Di Maggio's, the most important Maitre'D feature is the Table Management function that helps the restaurant master high and growing sales volumes. But for the back office, Maitre'D's ability to automatically generate End of Day (EOD) reports from each location simplifies overall chain management. These qualities, plus local support that ensures prompt service, has helped Di Maggio's sustain its success.

