CIZARO

CIZARO's special ERP and POS system for integrated management of stores, restaurants, bars, gastropubs, cafes, fast food, pizzerias, bakeries, ice cream parlors, nightclubs and more...

CIZARO ERP and POS System Restaurants has industry-standard features and special tools for business management such as:

- Additional surcharges can be added for bands, special security, birthday parties.
- Employee tips.
- Use the restaurant's host screen to schedule and manage table reservations.
- Restaurant areas, different table types.
- Manage different sales types such as to-go, table, bar and delivery orders.
- Handle bar orders and shift systems much more easily.

- Split orders between different diners at the table.
- Print orders on different printers at the bar, kitchen or cash register.
- Kitchen recipe management.
- Manage measurements, unit conversions and quantities.
- Manage product modifiers to add items with additional cost and/or special products, or add specific order information for the kitchen.

- Manage each dish served during the preparation of outstanding orders.
- Postpone orders by table.
- Kitchen display system (KDS).
- Manage menu items by end product or raw materials.
- Integration with e-commerce and reservation systems through digital web menus.

RESTAURANT MANAGEMENT FULLY INTEGRATED WITH SUPPLY CHAIN, ERP AND POS SOLUTIONS

Implement an information system that fits your business

CIZARO Restaurant is an ERP and POS solution with a unique, flexible architecture that can be quickly and easily adapted for any business model. With CIZARO you reduce operating costs and your business gets a scalable and reliable IT solution, giving you access to state-of-the-art technology and enabling you to securely and thoroughly search, control and access real-time information online. The security and traceability of system use, as well as access to features and information, are comprehensive and fully customizable. In addition, it offers programmable alerts, easy integration with other systems, reports, personalized dashboards and solutions that go far beyond traditional systems on the market.

Manage your workforce

Administrative personnel can monitor waiter and support staff performance through timesheet tracking, task assignment and task management. Similarly, they can communicate with support staff, either individually or in areas, and inform them or update them about different training strategies, goals, incentives and support material via CIZARO collaborative tools project manager.

CIZARO tools to increase your sales

Use the tools to your advantage and improve your business's outlook by broadening its commercial appeal with CIZARO marketing mechanisms such as: gift cards, loyalty points, payment plan and/or backorder, multiple and personalized payment types, card reader integration, accounts receivable (customer credit), product kits, memberships, portfolio management and gift exchange receipts.

CIZARO also offers systems for: management of screens that display sales information to customers (second POS screen), digital signage and screens with barcode readers, so customers can check the business's products and inventory (buffet, open bar, catering, etc.).

A 360 degree solution for the entire company, completely integrated, customizable, scalable and automatable:

- ✓ ERP System.
- ✓ POS system for points of sale (integration with CIZARO ERP).
- ✓ Management of supply chain, inventory, storage, shipping and deliveries in the area of logistics.
- ✓ Management of employees, commissions and payroll in the area of people management.
- ✓ Production management system for the manufacturing plant.
- ✓ Accounting, finance and auditing module in the area of finance.
- ✓ Marketing, sales management and CRM in the area of business development.
- ✓ Native integration of each module with the company's e-commerce system.
- ✓ Comprehensive module for building reports and dashboards (business intelligence) available for every department in the company.
- ✓ Cloud and local solution works with or without internet.
- ✓ Maximum level of security.
- ✓ CIZARO Platform for continuous improvement and scalability of application features, with tools for building screens, fields and personalized modules, document administration and management, alerts and process automation.
- ✓ Comprehensive suite of mobile and tablet applications, compatible with both Android and iOS, designed to streamline order placement by waiters, automate service functions, and enable delivery personnel to share their real-time location with customers.
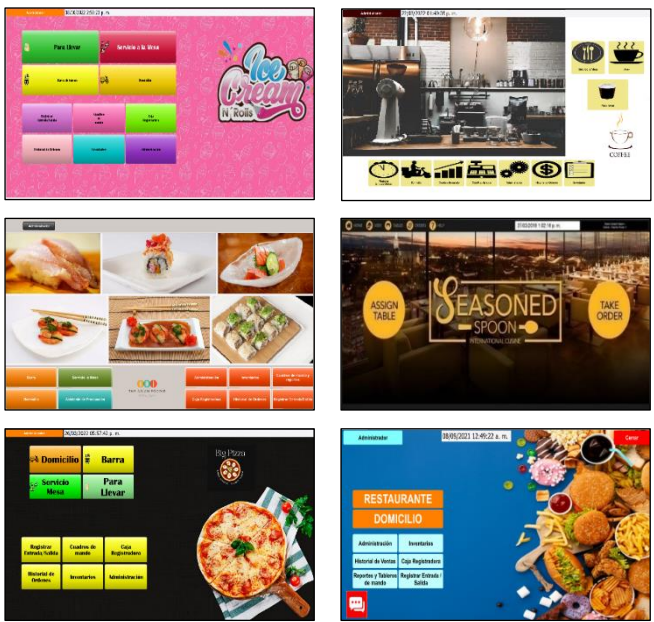
POINT OF SALE (POS)

Take advantage of the easy-to-use, specialized sales management tools

As a manager, you can now delegate decision making in a controlled way, whether it's a restaurant, bar, gastropub, ice cream parlor, fast food business, café, pizzeria or many others. The POS tool, which is elegant and easy to use, is fully customizable, flexible and adaptable to the needs of the business.

Utilize the capability to personalize the user interface

Personalize your ERP and POS (PTV) CIZARO application to suit your taste, with a dynamic end-user interface that enables an unmatched level of personalization, including dynamic window creation and functionalities based on the user's profile. POS with touchscreen support (buttons) or multiple filter management for product selection.

Restaurant POS Examples

Manage and monitor point-of-sale cash registers

Thanks to completely centralized data, tracking all sales and closures at point-of-sale registers is fast and easy. Monitor revenue, consignments and restaurant expenses (petty cash), money and the number of payments made inside the restaurant.

Easily manage discounts and product or menu prices in real time

Create multiple product price lists or menus, or set prices by customer or branch, or apply different types of discounts: manual by user, automatic or dynamic, by category, period of time, payment type, quantity, payment amount, combos, special dates, mix and match and much more. Remotely authorize last-minute discounts in the system using a token, sent via a WhatsApp authorization code, email or text message.

Comply with electronic invoicing requirements

Given the necessity of electronic invoicing, the system complies with this requirement in accordance with laws set forth by governmental entities, with competitive prices and properly certified technology service providers. Be kind to the environment and send customers' electronic invoices to their email and reduce paper consumption.

RECIPE MANAGEMENT

Recipe management for the kitchen

As a kitchen manager, you may use detailed recipes for product creation, kitchen inventory management, creation of specific recipes using ingredients from raw materials with detailed units of measurement and production cost management for different recipe results and their ingredients.

MANAGING MULTIPLE DINERS

Order management and diner requests

The modules for kitchen, bar and table orders allow you to dynamically manage individual orders for each diner at the assigned table, identifying orders, exchanging them between people and separating recipes and preferences for each. Finally, the system allows splitting payment of the check for each diner, taking into account surcharges and tips.

RESTAURANT TABLE AND AREA MANAGEMENT

Dynamic management of restaurant reservations, tables and areas

Manage restaurant areas

- Make reservations.
- Send a reservation reminder by text message or email.
- Link the reservation to a special table or area of the restaurant.
- Define what each table orders.
- See the status of each table (busy, free, awaiting cleaning, reserved and more...)
- Move diners between tables.
- Combine or split tables.

Mejora la Toma de Pedidos con la Aplicación Móvil para Camareros de CIZARO

Revoluciona tu servicio con nuestra aplicación móvil personalizada para camareros. Esta permite la toma de pedidos directa y sin papel desde sus teléfonos o tabletas, simplificando tus operaciones y elevando la eficiencia de tu servicio.

Enhance Order Taking with CIZARO's Waitstaff Mobile App

Revolutionize your service with our tailored mobile app for waitstaff. This tool enables direct, paperless order taking from their phones or tablets, simplifying your operations and boosting service efficiency.

Integration with electronic reservation and e-commerce systems

Your company can integrate the e-commerce platform with CIZARO ERP, synchronizing the creation of web menus, photos, CRM information, invoicing and reservations. Update calendar information, promotions and price lists from ERP to e-commerce. This integration is available with the main restaurant reservation platforms.

DELIVERY MODULE

Delivery app management and integration

The delivery module features comprehensive order management, data collection for accurate order delivery, delivery process status management and customer service process management for service satisfaction surveys. CIZARO seamlessly integrates with popular delivery apps such as Uber Eats, Rappi, Wolt, and Didi Eats. Manage your deliveries with ease and efficiency.

Our mobile app empowers your delivery team to share their location and provide real-time updates on delivery status to clients. Enhance customer satisfaction and streamline your delivery operations with CIZARO.

Service customizations

Product modifier management system

Manage product modifiers by individual and specific characteristics; manage additions to add variable costs to products, with or without affecting inventory. as well set the maximum and minimum of modifiers per each product.

Examples:
- Cheese (additional cost - $5,000)
- Bacon (additional cost - $15,000)
- Double Meat (additional cost - $25,000) – affects raw materials inventory
- Define the doneness of the meat (rare, medium, ¾, well done) – No cost
- Coffee with normal milk or soy milk

You can also add specific information, such as preparation instructions, to each product line.
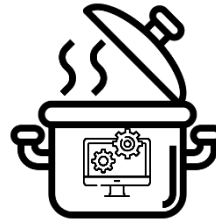Example:
- Do not add pepper on salad

Postpone order preparation

You can delay orders and manage preparation times; for example, a customer may want their salad after the main dish.

Kitchen Display System (KDS)

View orders and table requests, diners and restaurant areas. Manage orders by preparation time, products, work time, customer type and much more, with the goal of facilitating management of the entire kitchen process using the KDS module.

Measurement management

Manage measurements, unit conversions and quantities such as alcohol, cocktails and splitting bottles into shots, half-shots or double-shots like with whiskey; this feature also supports different scenarios, like portions of food or other items.
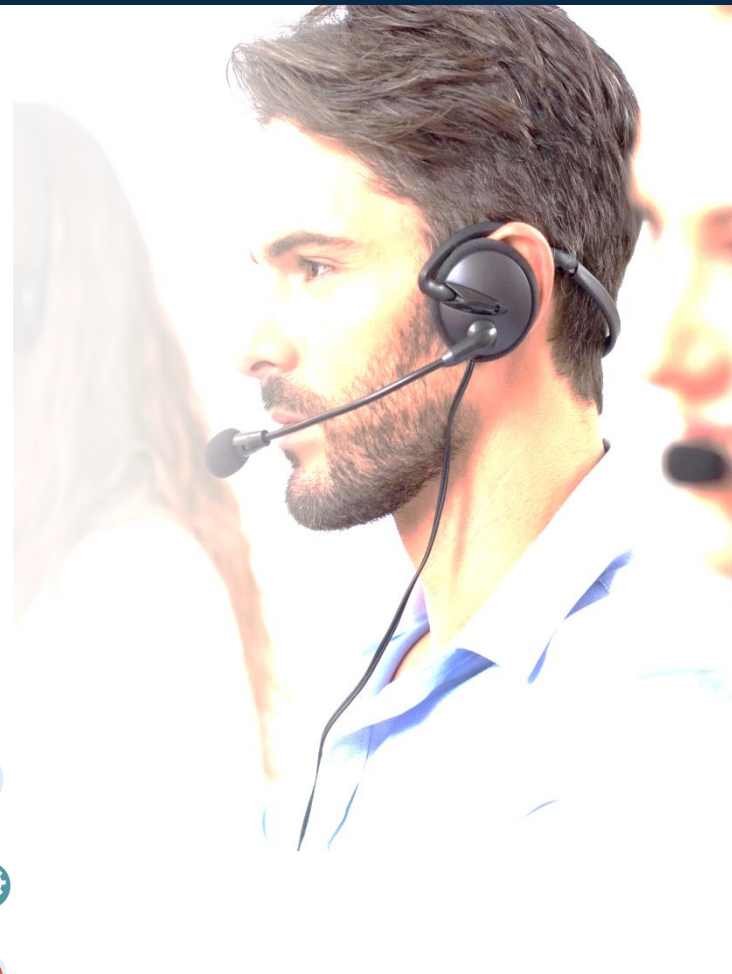
Improve the post-sale, customer service

With CIZARO you can create, manage and monitor additional services, orders and reservations, which helps you improve customer satisfaction. You can manage, at a detailed level, the post-sale and customer service by creating your own process control flows for any product, order or request. With these features, you will stand out from your competition.

Manage customer information, orders, requests, complaints and claims

Have a specialized process control flow ready that enables detailed follow-up on applications, orders, requests, complaints and claims; build a strong relationship with your customers and offer a better customer experience with timely follow-up and responses to inquiries.

ERP Platform

Manage multiple companies, branches, franchises, regions, languages and currencies

No matter the scale, location, profile or size of your business, CIZARO offers you the ability to manage your business in multiple corporate scenarios.

Document management

Easily convert physical documents to digital documents with personalized OCR modules and document digitalization – they are easy to use with suppliers, services, invoices or any CIZARO module.

Fully integrate the business process and your finances into the accounting system

No more separate systems or long hours working on multiple spreadsheets. Track and control expenses, outstanding payments, accounting entries, ledgers, account lists and IFRS reports. You can also assess cash counts, issue payment and collect payment, all from the CIZARO accounting module.

Rest easy with CIZARO's high-level security system (role-based access control)

Create and define user roles and permissions flexibly, granularly and without limit. Grant exclusive access to specific features, and allow management of auditing and changes. The system has an activity log that records system use and access. Display information about changes users made in the system such as: creation, update, deletion and changes to values; you can also tracks reports printed using the system.

Comprehensive supply chain follow-up

Manage your relationship with suppliers using quotes and purchase orders; compare past prices of products and raw material and supplier offers; partial or complete receipt of raw materials, receiving documents, supplier returns, debit notes and imports, all in the same system.

Cover the entire spectrum of supplier, product and warehouse management

Manage your relationship with suppliers: conduct order follow-up and control all warehouse processes. In addition, manage and monitor purchase orders, receipts, shipping, minimum stock, maximum stock, batches, units of measurement, cost management, status of raw materials, inventory history (Kardex) and location of products at multiple sites and/or your business's warehouses.

BUSINESS INTELLIGENCE

Real-time collection, analysis and management of centralized data is remotely accessible

Access and build in real time and monitor KPIs, business intelligence, dashboards, reports and charts. They are completely synchronized and integrated with every business process and department. Similarly, configure alerts, automated processes, custom reminders and send personalized reports to specific email addresses. It also features API integration, tools for migrating information in different formats to and from any system module and integration with MS-Office documents.

SPECIALIZED HYBRID ARCHITECTURE

Anytime information and availability

Your company won't have to worry about business interruptions anymore. Now you can work with or without an internet connection. Using the latest technology, our solution manages information updates, security, privacy and information sharing in LAN (intranet) and WAN (internet) environments – it works in connected and disconnected mode, autonomously and synchronized.

UNIQUE PLATFORM

Each business is unique. It's a challenge that CIZARO has embraced with its focus on a flexible platform capable of adapting to any business model easily, quickly and incrementally.

Conceived under the principle of efficiency and usability, CIZARO results in optimized implementation times, continual improvement and maintenance.

- ✓ Change, optimize the layout of formulas and screens, add conditions and customized validators.
- ✓ Create personalized fields in all modules (different types, and calculations).
- ✓ Create custom features.
- ✓ Create personalized modules.
- ✓ Create reports and custom dashboards.
- ✓ Create special alerts.
- ✓ Adapt processes, flows and states.
- ✓ Configure roles and users like access in detail.
- ✓ Fully integrated tool for importing and exporting information in various file formats (Excel, CSV, MySQL, MS-SQL, Oracle, Firebird, PostgreSQL, HTML, PDF and much more).
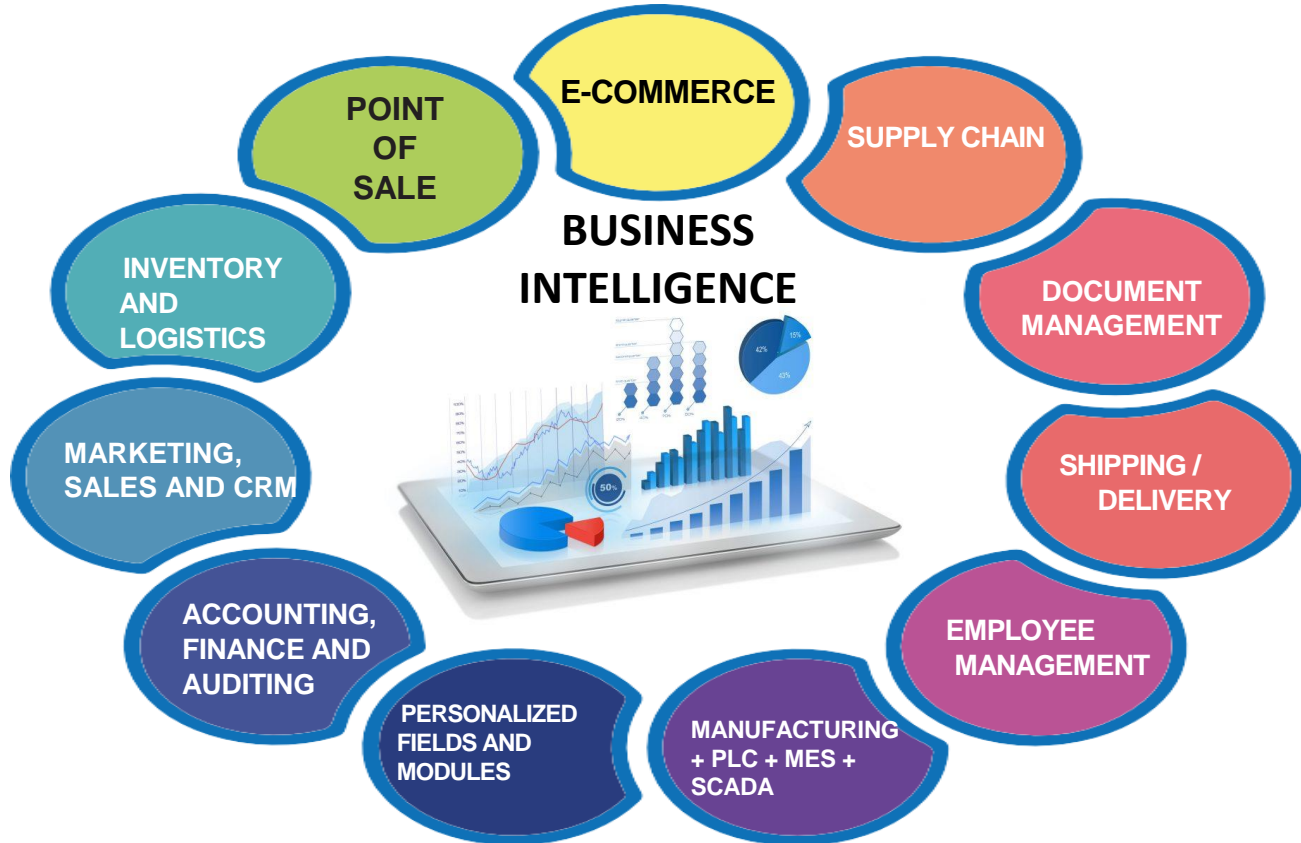- ✓ External integration (with a powerful API).

CRM

Manage your customer relationships and grow their trust in your brand

Develop a detailed profile of your customers and get to know their consumption habits and needs. Take your company to a new level of marketing, generating information with which your business development team can: make recommendations, resume sales and manage orders; create, manage and monitor strategies based on loyalty points, gift cards, mass email campaigns and marketing to customers; direct communication via WhatsApp, text messages, sales history and email communication history. You will have a solid understanding of your customers' tastes, which will make your business even more effective at providing the best products and services. CRM integration with caller ID.

Completely integrated, scalable y fully customizable: 360⁰ solution.

- E-COMMERCE
- POINT OF SALE
- SUPPLY CHAIN
- INVENTORY AND LOGISTICS
- DOCUMENT MANAGEMENT
- MARKETING, SALES AND CRM
- SHIPPING / DELIVERY
- ACCOUNTING, FINANCE AND AUDITING
- EMPLOYEE MANAGEMENT
- PERSONALIZED FIELDS AND MODULES
- MANUFACTURING + PLC + MES + SCADA

BUSINESS INTELLIGENCE