



## A complete end-to-end business solution for restaurateurs

Amicis Lifestyle for food and beverage empowers restaurateurs with a platform capable of unifying the entire restaurant operation



**t:** +1 (770) 753-6452

**e:** [info@amicissolutions.com](mailto:info@amicissolutions.com)

**w:** [www.amicissolutions.com](http://www.amicissolutions.com)

## Solution Overview

Profit margins are invariably thin in the food service industry. Restaurants of all sizes look for ways to reduce costs and streamline operations – all while ensuring guests' expectations are met and they have a great overall experience that earns their repeat business. As a result, more and more hospitality and food and beverage businesses are turning to technology to help.

The Food & Beverage functionality within [Amicis Lifestyle](#) empowers restaurant and hospitality brands and retailers to create the experiences their customers expect.

[Amicis Lifestyle Food & Beverage](#) is a cloud-based solution built on the powerful Microsoft [Dynamics 365 Commerce](#) platform that helps restaurateurs streamline their operations from front- to back-of-house through to the back office on a single unified commerce platform.

[Amicis Lifestyle Food & Beverage](#) and [Microsoft Dynamics 365 Commerce](#) provides restaurant and retail companies with a complete food and beverage solution that unifies the entire business operation.

### Front of House

#### Create the experiences your customers expect

- Point of sale
- Self-service kiosk
- Check and table management
- Guest services

### Back of House

#### Streamline workflows to your kitchen

- Kitchen management
- Inventory management
- Intuitive user interface

### Back Office

#### Make fast informed decisions about your business

- Real-time financial performance and analytics
- Centralized configurations
- Streamline processes across your business
- Automate your supply chain for improved inventory optimization

### Unified Commerce Platform

#### Unify digital, in-store and back office operations

- Gain operational efficiencies with a single solution
- Reduce costs and complexity with Microsoft's cloud platform
- Engage with deep insights provided by artificial intelligence

## Why Amicis Lifestyle?

Ensure your entire business has what it needs to run smoothly and efficiently. The [Amicis Lifestyle Food and Beverage](#) solution offers the following features and benefits built on [Microsoft Dynamics 365 Commerce](#):



01

### Menu and Recipe Management

- Centralized management of recipes, ingredients, combos, substitutions and modifiers
- Accurately track inventory cost by recipe as modifications and substitutions are made at the point of sale
- Easily calculate nutrition values by serving size at the point of sale during the customer order
- Apply allergen inheritance to recipes and adjust as modifications and substitutions are made to orders

02

### Kitchen Management

- Configure kitchen workflows by category or product for automated order routing
- Capacity management (throttling) for off-premise orders
- Metrics to collect and react to performance data
- Route orders directly to your kitchen display system (KDS) and customer order ready screens

03

### Self-Serve Kiosks, Online Ordering

- Self-serve kiosks for quick and convenient checkout with cross-sell and up-sell opportunities via curated lists
- Easy online ordering that ensures efficient customer and order management while streamlining restaurant operations
- Customer access to order history, rewards, product recommendations

04

## Guest Services Management

- Allow guests to conveniently purchase and redeem services at the point of sale
- Configure service plans with defined redemption periods
- Easily set up earning, redemption and allocation rules by service plans
- Manage and report on guest service activity

05

## Check Management

- Easily split checks with drag and drop gestures by item or seat, split evenly or manually by any number, while accepting multiple payment types
- View and service all checks easily with check carousel
- Make payments to all split checks right from the same screen
- Recall check operation to transfer checks from one server to another

06

## Dynamic POS Menus

- Centralized configuration that automatically populates POS and kiosk menu button grids
- Conversational ordering workflows for order speed, accuracy and a better customer experience
- Manage menus by hierarchy, multi-level categories and sub-categories
- Tailor POS and kiosk menus to show the right menus at the right time and at the right POS
- User-friendly menu interface provides multi-page options with the ability to configure product images and button colors for menu groups and items

07

## Table Management

- Manage orders by navigating between seats, checks and tables within table view
- Create table profiles by zone, table type and number of seats and assign to channels
- Dynamic check management enables quicker and more accurate table management
- Can be integrated with third-party table management solutions



Designed to help companies unify their end-to-end operations to make fast, more informed decisions that drive growth

## Get the most from your software investment

Our solutions grow and adapt to new business needs as your customer demands change and new selling channels emerge. Having the right software in place is just part of the equation – you must be able to rely on expertise to guide the deployment of both the technology and the right processes to support it.

At Amicis Solutions, our Professional Services team has extensive experience serving businesses in the retail and hospitality industries. We bring knowledge of industry best-practices and a wide range of consulting services to projects of any size or level of complexity, and we support our customers comprehensively, with reliability and efficiency.



Contact us today to learn how we can support your business.

### About Amicis Solutions

We are the go-to provider of services and support for [Microsoft Dynamics 365](#), a best-of-breed combination of ERP and CRM functionality, for the retail and hospitality industries. Our clients in North America rely on us to help them get the most from their [Microsoft Dynamics 365 Commerce](#) investment. Our suite of best-in-class, fully integrated proprietary solutions are robust yet flexible and easy to use, enabling businesses to meet and exceed customer expectations – all while helping them streamline operations and eliminate unnecessary costs.

Learn how we can support your organization by visiting [www.amicissolutions.com](http://www.amicissolutions.com) today.

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