



# HEALTHY POKE REDUCED FAILED ORDER RATES BY 30% WITH DELIVERECT

SPAIN

## CHALLENGE

Healthy Poke, amidst the competitive dining sector, swiftly identified the need to embed delivery services into their offerings during the pandemic, acknowledging delivery's pivotal role in their business strategy.

**Confronting the delivery-related challenges required precise tools and knowledge to maintain operational efficiency and adaptability.**

## SOLUTION

In partnership with Deliverect, Healthy Poke significantly reduced preparation and wait times. This collaboration integrated seamless technology with existing POS systems and introduced a superior management dashboard, enabling real-time menu adjustments.

**Deliverect's solution empowered them to enhance operational efficiency, letting the team prioritize core business goals and exceptional customer service.**

## RESULTS

- Decreased failed order rates by roughly 30%.
- Centralized dashboard for delivery control.
- Preparation and waiting time dropped from 10 to 5 minutes.
- Improved real-time menu management and control.



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“I loved that they (Deliverect) had APIs and powerful integrations from the beginning. I dare to say they have up to an 80-90% seamless connection with the rest of the software in the market.”

**IVÁN BERTOLONE, BUSINESS DEVELOPMENT DIRECTOR AT HEALTHY POKE.**

## HEALTHY POKE

Healthy Poke is one of Spain's most innovative restaurant chains. Their spirit and charisma have made them grow to 33 restaurants nationwide. An expansion guided by a common goal to create the best place to offer the healthiest and freshest ingredients. Today, that freshness reaches every table in the country through delivery services.

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