

HEIKO AVERAGES €22.10 SPEND PER CUSTOMER WITH deliverect kiosk

FRANCE



€22.10

average order value

84%

of orders paid for
at kiosks

23%

of orders include
paid-for upsells

CHALLENGE: STREAMLINING ORDERS AND SERVICE FLOW

Heiko was looking for a solution that would help them to:

- Simplify menu management.
- Reduce waiting times and streamline order placement.
- Provide an intuitive experience for customers.
- Simplify the operational setup to avoid overloading staff.

RESULT: 84% OF ORDERS PAID FOR AT KIOSKS

Thanks to Deliverect Kiosk, Heiko customers can **easily build their meal in total autonomy**, with 84% paying for their order directly on the kiosk. Teams are able to focus on preparation and service in a **more relaxed atmosphere**.

RESULTS

-  €22 average customer spend
-  3:16 min average time per order
-  84% of orders paid at the kiosk
-  6% revenue from paid-for suggestions
-  13% conversion to meal deals/formulas

*"[Deliverect] Kiosk is a real asset for Heiko. They help us better **manage customer flow during rush periods**, while offering a smooth and pleasant experience to our customers."*

— UGO TRUXLER, FOUNDER AT HEIKO



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