



DELIVERECT BOOSTS EFFICIENCY FOR DE PIZZABAKKERS' ONLINE OPERATIONS



NETHERLANDS

CHALLENGE

Before partnering with Deliverect, De Pizzabakkers struggled with an order-taking process heavily reliant on phone calls, leading to labor-intensive and error-prone management. The pandemic's onset accelerated the need for an online presence to deliver their culinary delights, prompting them to explore multiple third-party delivery apps, facing various challenges along the way:

- Handling multiple delivery partners
- Additional staff time for managing phone orders
- Logistics coordination
- Dispersed order information across platforms

SOLUTION

De Pizzabakkers partnered with Deliverect, streamlining their order and delivery system. The integration of Deliverect's Online Ordering markedly reduced phone orders, allowing staff to focus more on in-restaurant customer service, enhancing operational efficiency.

Furthermore, Deliverect unified various third-party delivery services with De Pizzabakkers' Lightspeed POS system, **centralizing order management from multiple platforms within a single dashboard.**

RESULTS

- Successfully transitioned from a phone-based system to online ordering.
- Time-saving in order and delivery management.
- Real-time insights to enhanced decision-making.
- Automated ordering across multiple delivery platforms.

“

Deliverect's customer service is extremely helpful and responsive and immediately solves problems.”

**ROBERT-JAN GOES, FRANCHISEE
AND RESTAURANT CONSULTANT
AT DE PIZZABAKKERS.**



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