

# Mobile Application Development

For a food service and facilities management organization

## **Challenge**

The application that provided catering suite management only supported orders placed in advance over the phone, online, or directly with an attendant. The client's venues requested a solution that would allow suite users to order food with phones and tablet devices.

## **Solution**

HighPoint utilized Pyxis Mobile to develop an application that could be supported across multiple platforms with one code base. It provided a secure user interface for placing and reviewing orders, making payments, and emailing receipts.

## **Results**

The mobile application secured the client's reputation as the industry leader and met a growing customer demand without excessive development time or cost.

## **Company Overview**

The client offers food services, facilities management, and uniform and career apparel to health care and academic institutions, stadiums and arenas, and businesses. Its sport and entertainment division provides concessions, event planning, dining, retail merchandise, and recreational and lodging services to millions of people every year. It supplements this with operations maintenance, venue cleaning, grounds maintenance, and strategic and technical services.

## **Business Challenge**

The division utilized a custom application called SuiteWizard to provide complete catering suite management for sports and entertainment facilities. This application had been hosted, maintained, and monitored by HighPoint Solutions for several years. However, the system only supported customer orders placed in advance over the phone or online, or directly with a suite attendant during an event. When some of the venues asked for a solution that would allow suite users to order food with phones and tablet devices, the client decided to create its first mobile app.

## **Solution**

HighPoint Solutions was asked to develop a mobile web application that could be installed on wireless tablet devices at each venue. They chose Pyxis Mobile as the development platform, ensuring that the application would be supported across multiple mobile platforms with one code base. The team then designed and developed a secure user interface that allowed users to place and review orders, make payments, and email receipts. They also modified the existing SuiteWizard application to handle orders placed through the mobile app.



Figure 1: Mockups of the application

## Results

The client's reputation as an industry leader is especially important in the premium seating section of its venues. Its customers demand user-friendly and accessible solutions that provide them with all the tools they need to access, store, confirm, and process their catering needs, from any device, any time, any place. The implementation of the mobile application expands the customer's options to allow them to place orders from phones and tablets at any venue, thus meeting a growing demand.

By utilizing Pyxis Mobile as the development platform, HighPoint Solutions created an app that could be supported across multiple platforms with one code base, thus drastically reducing development time and cost.

For more information on our mobile development solutions, contact us at **800-238-1230** or **marketing@highpoint-solutions.com**.