

Hotel Nandhini

Nandhini, begun in 1989 by Sri. N.Ananda and Sri. Rupesh Anand, it is today a chain of eight restaurants and five hotels all over Bengaluru. With its two brands namely Nandini- The real spice of life and Nandhini Deluxe– *Come home to comfort* it is perhaps the only restaurant which is dedicated to provide the denizens of Bengaluru an authentic taste of Andhra cuisine and hospitality.

The Challenge: Balancing costs and customer service

Requirements, solution provided and benefits to client.

Improving customer service with POS technology: Nandini's first concern was – SPEED. The idea was that the customer should spend more time in the hotel enjoying the ambience than spend time at the billing counter.

TVS-E RP-45 is India's 1st 4" mini dot matrix billing printer. It is the fastest printer in its category with 5 lines per second ensuring improved speed of service and customer satisfaction. It also allows the customer to actually use 2.25", 3" and 4" based on the requirement. Thereby, an extra information like discount per line item, details can be given at ease. RP-45 uses TVS-E Ink Bank technology (which basically acts like a refill to the ribbon cassette than changing the cassette itself). With one ink bank printing over 5 million characters, the cost per bill is as low as 2 paisa thereby ensuring the operating costs is kept minimal. Since the DMP technology print lasts forever, this printer also addresses their second concern of bill longevity.

Product Highlights –

- RP-45 Offers a wide choice of paper roll sizes – 2.25", 3" and 4".
- Delivers fast printers at 5 lines per second (fastest in its category)
- TVS-E printer, quality, reliability and service standards reduces printer's running cost.
- RP-45's compact design occupies less counter space .

Mr. Rupesh Anand , Owner Nanndini Group says 'TVS-E RP-45 is small & compact, just right for our billing counter space. Because TVS Electronics name was synonymous with Service, it was a relatively easy choice to make'.