



Case Study

WAVE PTX™ delivers reliable, instant, clear communications to enhance efficiency, productivity, and customer service at a popular Budapest restaurant

Established in 1914, this bustling landmark restaurant, café, and bakery has a truly cosmopolitan vibe. Away from tourist routes in central Budapest, it is a local favourite and a hotspot for artists, professionals, and movie stars filming in the area. Open for brunch, espresso, and fresh house pastries, there is also a classic short café menu with comforting foods and local dishes served up late into the night. Déryné's kitchen is proud to be featured as a Bib Gourmand in the Michelin Main Cities of Europe Guide.

Déryné **Anico**

Customer

Déryné

Partner

Anico Kft.

Industry

Hospitality

Location

Budapest, Hungary

Solutions

- WAVE PTX TLK 100 two-way radios
- Accessories, including desktop and USB chargers, earpieces, and belt clips
- WAVE PTX mobile app



MOTOROLA SOLUTIONS

Challenge

To run efficiently, Déryné needs rapid communications between its kitchen, bar areas, waiting staff, management, and other teams for fast workflows, especially during peak times. It had previously been using competitor UHF radios, but these were not offering the necessary coverage or audio quality. Therefore, the restaurant decided to run a series of tests over a few weeks with various alternative Push-to-Talk (PTT) radios. The restaurant was looking for crystal-clear audio, fast operation, and a system with unlimited range that could operate seamlessly over several floors and into its thick-walled basement. It also needed radios with a long battery life, comfortable headsets for hands-free operation, that are compact, easy to use, waterproof, and vapour-proof, as they are used by chefs in the kitchens.

Solution

Déryné decided to deploy the Motorola Solutions WAVE PTX broadband PTT solution, as, during the trials, this was the standout system in terms of audio quality and volume. Installation was fast and cost-effective, as there was no infrastructure, and once staff received basic training on the devices, accessories, and communication expectations, they started using the radios every day, without issues. There is currently just one talk group, so all users hear every message; however, the restaurant knows it can set up specific talk groups in the future, if needed.

Waiters and baristas working across the site, such as the patio, bar, or upper levels, can now instantly relay guest orders to the chef, sous-chefs, and other teams in the basement kitchens, so food is served faster even when the restaurant is at full capacity. This direct verbal

communication complements and expedites the order-taking systems and makes workflows more personal and efficient, as there is no need to use order-taking software, physically deliver order slips, or pass on messages. Managers, meanwhile, can efficiently coordinate events or can be immediately advised of any issues or unexpected situations, for fast resolution. Moreover, using belt clips and earpieces, staff can work hands-free, hear information clearly, and respond immediately to requests and tasks.

Coverage is excellent across the whole site, from the car park to the basement store areas, which have thick walls, and, as the restaurant has TLK 100 radios with a pre-installed multi-sim, the devices constantly roam to find the strongest signal or automatically swap networks, should one network have a failure. Déryné has also programmed its Wi-Fi settings into the devices to ensure continued coverage in the basement areas, and in case of a cross mobile network outage. Users can switch to the restaurant's internal WLAN network at the push of a button. This increases the system reliability, ensuring continuous connection and stable communications. Moreover, as coverage is unlimited, off-site managers can still connect to the restaurant communications. Moving forward, managers also have the option to download the WAVE PTX mobile app to their smartphones, so they can connect from their phones, from any location. And, finally, to maximise the system's efficiency and reduce downtime, Déryné's long-term, local partner, Anico, provides ongoing maintenance and 24/7 customer support. Anico also has a large rental fleet of WAVE PTX radios, which the restaurant can access for any large-scale events it is hosting.

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“The WAVE PTX system connects our staff with reliable, clear, instant communications across our large, busy site. These seamless communications improve workflows and information exchange, and enable faster service and issue resolution, so our teams can work effectively. And efficient, informed staff can deliver a better guest experience and excellent customer service, which we pride ourselves on. We are also happy to partner with Anico and Motorola Solutions, whose systems are synonymous with quality and innovation.”

– Kristóf Kovács, owner, Déryné



Benefits

Kristóf Kovács summarises: "WAVE PTX offers us a range of benefits that improve daily operations, enhance communication, and increase efficiency. Smooth operations and short response times are paramount for the fast-paced environment of restaurants like ours, where every second counts. The solution allows our staff to communicate instantly and seamlessly while streamlining workflows such as order taking, rapid management of food requests, and coordination between kitchen and waiting staff. These quick responses, streamlined processes, and efficient information flows all contribute towards an improved service and guest experience."

Indeed, Déryné estimates that the solution has expedited problem solving and query resolution by 10% for an improved quality of service; this, in conjunction with the faster service, has led to a 15% improvement in overall guest experience rating, which, in turn, engenders long-term customer loyalty. Staff also appreciate the system and have found it intuitive and easy to use, and knowing they can rely on the system to deliver clear first-time messages has reduced workplace stress and improved employee job satisfaction.

WAVE PTX is fully scalable and can be easily expanded to meet Déryné's growing needs in terms of radio numbers and functionality; for example, it is looking at further utilising the WAVE PTX mobile app to enable managers to communicate from their smartphones when off-site and to trial the TLK 25 Wi-Fi wearable communications device.

Benefits

- The installation was fast, easy, and cost-effective, without infrastructure or frequency requirements
- The deployment offers long-term, future-proof flexibility and value in terms of scale and functionality
- Compared to other Push-to-Talk (PTT) systems that Déryné trialed, WAVE PTX delivers the best audio clarity and volume
- The versatility offered by the multi-network SIM cards and Wi-Fi connectivity ensures staff always have a strong signal
- The TLK 100 radios are compact and rugged with an IP54 rating, suitable for hospitality and catering environments. They have a long battery life, no distracting screen, to help keep staff focused, and intelligent audio
- WAVE PTX allows staff to connect instantly, seamlessly, and reliably at the touch of a button, accelerating workflows, especially during peak periods and when staff are changing shifts, for increased efficiency, productivity, and customer service
- WAVE PTX reduces response times by 10% or more, for faster problem solving, guest query resolution, and emergency response, boosting the quality of service, and customer satisfaction
- Déryné has seen a 15% improvement in guest experience and customer loyalty, as shortened response times and seamless communication ensure staff can serve customers faster and more efficiently, and build closer relationships with guests
- The improved coordination is also helping to improve order accuracy, especially during shift changes and busy periods
- Anico and Motorola Solutions provide 24/7 service and support to ensure the deployment keeps working optimally





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