

RESTAURANT TECHNOLOGY PLATFORM

One Software. Every Restaurant.

A unified, offline-first point-of-sale platform that powers your entire restaurant operation — from a single food truck to a multi-brand franchise empire.



OFFLINE-FIRST
Cloud Sync



MULTI
Company



MULTI
Store



MULTI
Terminal

Built Different. Built to Last.

Four foundational pillars that make ServeMind the most resilient restaurant platform on the market.



Offline-First, Cloud-Always

Your restaurant never stops — even when the internet does. ServeMind operates on a local SQLite database that syncs automatically with the cloud when connectivity is restored. A **7-day offline grace window** ensures uninterrupted service. Cash transactions, kitchen tickets, and shift management all work flawlessly without any network connection. When you reconnect, all data synchronizes in the background — zero manual intervention.



Multi-Company Architecture

Manage multiple restaurant brands under one platform. Every data record is tenant-isolated with **company_id** scoping, ensuring complete data separation between brands. Franchise owners can view cross-brand dashboards while individual operators only see their own data. One login, one dashboard, complete visibility across your entire portfolio.



Multi-Store Management

From a single flagship to hundreds of locations — the architecture scales with you. Each store has its own menu configurations, tax rates, employee roster, and operational settings. Store-level overrides for loyalty programs allow location-specific earn rates. Cross-store reporting aggregates performance metrics for executive decision-making.



Multi-Terminal Deployment

Deploy unlimited POS terminals, kiosks, kitchen displays, and customer-facing displays per location. Each terminal is independently provisioned with its own credentials and configuration, yet they all share the same real-time order stream. A cashier at Terminal 1 sees orders from Terminal 2's kiosk instantly. Batch settlement can close all terminals at once or individually.

Everything. In One App.

No third-party integrations needed for core operations. Every feature is built-in, tested, and synchronized.



Full-Service POS

Interactive floor plans, table sessions, course pacing, check splitting, server assignment, and table merging for upscale dining.



Quick-Service POS

Fast menu navigation, combo builder, modifier groups, and instant kitchen firing optimized for high-volume counter service.



Self-Service Kiosk

12-screen customer flow: attract → browse → order → pay → receipt. Independent menu channel visibility. Manager-PIN locked settings.



Kitchen Display (KDS)

Real-time ticket management with item-level status tracking: Pending → Fired → Ready → Served. Auto-bumping support.



Customer Facing Display

Second-screen experience running as a native OS window. Supports tipping, signature capture, and receipt delivery choice via IPC.



Payment Processing

Pluggable processor interface: Sale, Pre-Auth, Tip Adjust, Void, Refund, Batch Close. PAX POSLink2 integration built-in.



Gift Cards

Stored-value and fixed-value cards with immutable ledger tracking. Company-wide or store-specific scope. PCI-masked display.



Loyalty Program

Tiered earn/redeem with multipliers. Birthday bonuses. Point expiry. Offline retry queue. Franchise-level cross-store settlement.



Delivery Integration

UberEats, DoorDash, GloriaFood, KitchenHub. Auto-accept, commission tracking, driver ETA, and full order lifecycle events.



Smart Kitchen Routing

Multi-station fan-out with item → category → default priority chain. Expo printer injection. Delta printing for add-on orders.



Waitlist & SMS

Queue management with estimated wait times, SMS notifications, preferred section tracking, and seamless table session creation.



Time & Labor

Employee clock-in/out, break tracking, time reports, tip distribution, payroll summaries, and role-based access control.



Reports & Analytics

Z-reports, sales by category/item/server/hour, payment breakdowns, batch reconciliation, and QuickBooks Online export.

Security & RBAC

PIN + Card Swipe (SHA-256 hash) authentication. 10+ granular permissions. Owner → Manager → Staff → Cashier role hierarchy.

OTA Updates

Shorebird-powered over-the-air patching for instant Dart code updates. No app store resubmission required for logic changes.

Enterprise Architecture. Startup Speed.

34+

Database Tables

15+

Feature Modules

7

Day Offline Grace

4

Platform Targets

Data & Sync

- ✓ PowerSync local SQLite + Supabase PostgreSQL
- ✓ Optimistic locking with version-based conflict detection
- ✓ Automatic field-level merge with configurable policies
- ✓ FK parent healing for cross-tenant data integrity
- ✓ Idempotent RPCs prevent double-processing

Hardware Integration

- ✓ ESC/POS direct + Windows spooler print methods
- ✓ Network, Serial, USB, and Windows driver connections
- ✓ PAX POSLink2 payment terminal (TCP socket)
- ✓ USB HID magstripe readers (Track-2 parsing)
- ✓ Multi-display CFD via native OS window management

Security

- ✓ SHA-256 card hash — raw PAN never stored
- ✓ FlutterSecureStorage for credentials & license keys
- ✓ Supabase Row-Level Security (RLS) per tenant
- ✓ Role-based permission system (10+ granular keys)
- ✓ PCI-masked gift card display on receipts

Deployment

- ✓ Windows desktop + Android tablet from one codebase
- ✓ Shorebird OTA patches (Dart-only, instant rollout)
- ✓ Automated terminal provisioning via secure storage
- ✓ License validation with offline grace caching
- ✓ Multi-window architecture for CFD isolation

Ready to Transform Your Restaurant?

One platform. Every feature. Every location. Every device.
From a single counter to a nationwide franchise — ServeMind scales
with you.