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Mambo Seafood Partners with OneDine to Enhance Guest Experience and Staff Efficiency with On-The-Go (otg) Handheld Tablets

Houston, TX - Oct. 16, 2024 - Mambo Seafood, a beloved seafood restaurant chain renowned for its unique blend of Latin and American flavors, is excited to announce its partnership with OneDine. This partnership introduces OneDine's innovative otg handheld tablets across all Mambo Seafood locations, aiming to improve staff efficiency and guest satisfaction significantly.

Mambo Seafood faced challenges with their previous handheld terminals, which frequently broke down, necessitating the replacement of 4-5 devices per week per store. This not only led to high replacement costs--each device costing $610--but also required the chain to maintain a stock of 20-24 tablets per store. Additionally, the previous devices incurred nearly $30 in monthly costs per tablet, further straining the budget. The small screen size also hindered operational efficiency, and the process of replacing broken terminals often involved lengthy customer service interactions.

Key Benefits of the OneDine OTG Handheld Tablets:

- **Enhanced Durability and Reliability:** Since the implementation of the otg system, Mambo Seafood has only needed to replace one device, a dramatic improvement from the previous rate of 4-5 replacements per week per store.
- **Cost-Effective Maintenance:** The modular design of otg devices allows for the replacement of specific parts rather than entire units, significantly reducing maintenance costs.
- **Reduced Device Requirements:** With superior battery life and durability, the otg devices have allowed Mambo Seafood to reduce the number of handhelds from 20-24 per store to just 16, resulting in cost savings and space efficiency.
- **Lower Costs:** The otg handhelds are 30% less expensive than the previous devices, with no additional monthly costs per device, providing substantial financial savings.
- **Improved Usability:** The larger screens on the otg devices enhance usability, allowing staff to operate more efficiently.
- **Superior Customer Service:** OneDine's responsive customer service, accessible via simple email communication, ensures quick resolutions, reducing downtime and allowing staff to focus on guest service.

"We are thrilled to partner with OneDine and introduce the otg handheld tablets across all our locations," said Jon Manes, VP of IT at Mambo Seafood. "This collaboration has already led to significant operational improvements, cost savings, and a better overall experience for our guests and staff. The reliability and efficiency of OneDine's technology has exceeded our

expectations."

Rom Krupp, Founder & CEO of OneDine, added, "Our goal is to empower restaurants like Mambo Seafood to deliver exceptional service through innovative technology. We are proud to see the positive impact our otg handheld tablets have had on their operations and look forward to continuing our support."

The rollout of the otg handheld tablets is complete, with all Mambo Seafood locations now equipped with this advanced technology. This partnership underscores Mambo Seafood's dedication to leveraging cutting-edge solutions to enhance its service offerings and maintain its position as a leader in the seafood dining industry.

About Mambo Seafood

Founded in 1996, Mambo Seafood has become a household name in Houston, Texas, known for its vibrant atmosphere and delectable seafood dishes that combine Latin and American culinary traditions. With multiple locations across Texas - including Houston, San Antonio, and South Texas - Mambo Seafood continues to delight guests with its unique flavors and exceptional service.

About OneDine

OneDine is a leading provider of restaurant technology solutions designed to enhance guest experiences and streamline operations. With a focus on innovation and efficiency, OneDine offers a range of products and services that empower restaurants to deliver outstanding service and optimize their workflows.