



4000
devices deployed



Implementation
<2 months



Custom application
integration

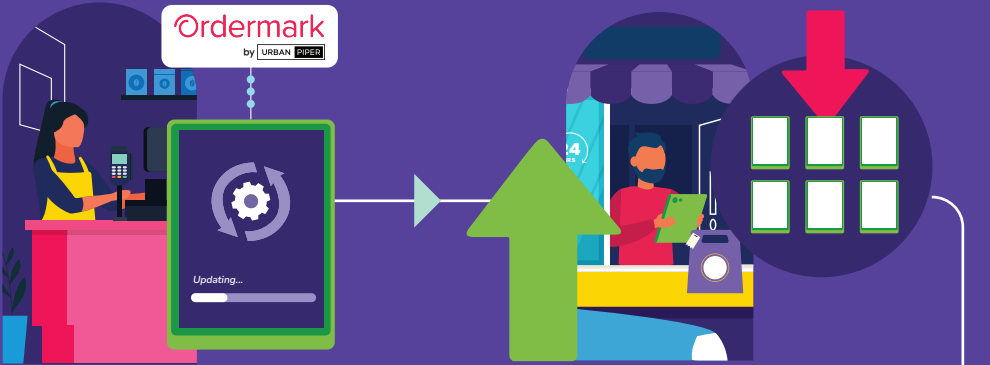
Ordermark
by URBAN PIPER

Achieves Shorter Downtime & Improved Customer Service on Esper

Enabling restaurants to scale online ordering — Ordermark can now flexibly deploy different types of devices, better support customers in the field, and integrate customized solutions on Esper.



Ordermark by Urban Piper's previous MDM fell short with rigid user permissions and limited hardware options



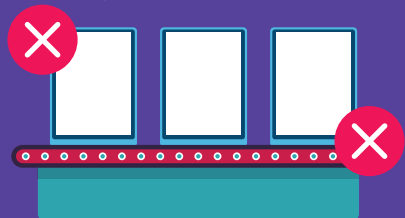
In 2020 restaurants had to digitize or die, and Ordermark offered a lifeline.

But as demand for Ordermark's services grew with increased food delivery needs, the devices in use fell short.



And with a device management solution tied to the very same device manufacturer, the program wasn't going to work the same way on the new version of tablets available.

These off-the-shelf tablets faced end-of-life issues as the manufacturer ended production of that model.



Ordermark turned to Esper, looking for solutions for:



Shortcomings
with previous MDM.



Cumbersome set up that
required support in the field.



Rigid permission settings limited
customer service support abilities.



Restriction to manufacturer's
hardware brand.



Tablet end-of-life issues.



Long-term technology
partnership.





With Esper, we can deploy devices at scale to customers with varying levels of tech expertise and internet connectivity - the tablets just work out of the box - and updates happen seamlessly. Without Esper, we would be spending a lot of time providing tech support to chefs who would rather be in the kitchen turning out food for customers!

Ordermark

by **URBAN PIPER**



Esper's Solution

Ordermark chose Esper for our ability to customize and competitive pricing with more functionality. Now, with thousands of devices in the field and more on the way to market, Ordermark saves time and money with customized permission settings and application integrations. After switching to Esper, Ordermark is experiencing the advantages of...



Time saved with Seamless Provisioning
— Esper works out of the box.



Direct support with custom device manufacturers.



Lower headcount with less need for technical support escalations.



Enrollment of Esper onto current off-the-shelf devices, enabling complete control over multiple device types — managed from one screen.



No-touch deployment for tablets already in the field with a custom APK.



Flexible user permission settings give customer support agents visibility while admins retain control.



💡 Esper's Solution



Improved customer service with customized Salesforce integration.

- Remote viewing for debugging and training.
- Ability to diagnose issues and locate lost devices in real-time resulting in shorter downtimes.





Traditional MDMs are only built for employee device use, but we also needed a solution for the devices we're sending to our customers — for the devices they depend on to operate their businesses every single day. Esper's Android expertise is a game-changer. Because that expertise is at their core, they can truly provide us with a technology partnership.

Director of
Hardware

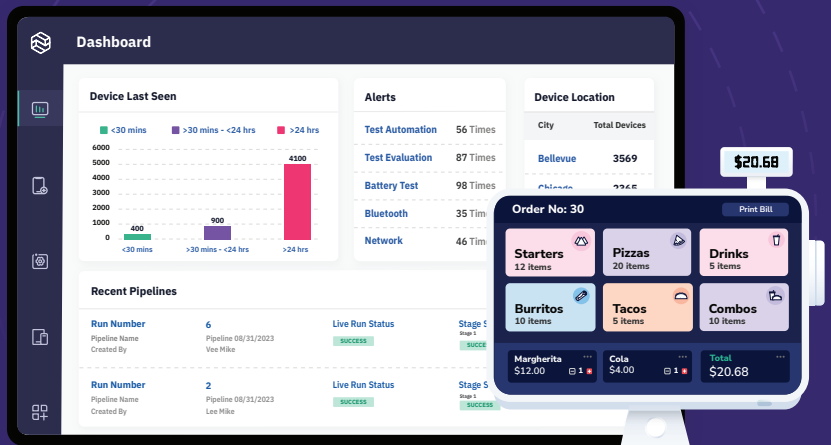
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About Ordermark by Urban Piper

Ordermark by Urban Piper is an online ordering management system for restaurants. It addresses a big and growing challenge for restaurants: online ordering services, which drive tremendous revenue to restaurants, each operates differently with their own technology and procedures for handling orders. It helps restaurants increase efficiency and grow profits by aggregating mobile orders across all of the major online-ordering service providers into a single dashboard and printer.

Industry: Restaurant





Next-Gen Device Management for Restaurants

Modern restaurants run on devices. Whether you're building innovative customer experiences, streamlining back of house operations, implementing self-ordering kiosks, or anything in between, you need a device management solution that's up to the task.

Esper is a robust, future-proof MDM built for Android and iOS devices, designed with versatile use cases in mind, and infinitely scalable. It's time to level up your digital experience.

Learn more

<https://www.esper.io/solutions/restaurant>