



Benefits of KDS over Printing

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Introduction

As more and more businesses adopt digital transformation solutions for in-store requirements, the KDS (Kitchen Display System) is a core component of this transformation steadily replacing the traditional printing of order slips.

KDS module is cross-platform (Windows, Mac, Linux, iOS, Android), Cross-device (PCs, Tablets, Touch PCs/KDS screens) and cross-input interface (Mouse, Keyboard, Touch) which together with full dynamic management of the monitors, offers a very flexible way to dynamically configure how the order information flows within each business location.

Both KDS & printing show new orders in real-time with variable configurations per store (e.g. show/print specific categories or divisions), all managed through the Fimble platform centrally without needing to be physically at the store, but KDS offers significant benefits over using printed order slips as explained in the following section.

Benefits of KDS

Ease of Use

- Easy use with 1 tap/click
- 2 different view options (tiles or list) based on staff preferences or station requirements (e.g. cooking or packing)

Flexibility

- Can always be combined with a printer on specific station(s)
- Allows for single-bump (e.g. ready) or multi-bump use (e.g. preparing/cooked)
- Each monitor can be modified to show different information (e.g. prices, offers, ability to change driver etc.)
- Easy access to past orders with 1 tap
- Monitor templates can be used in multiple stores for efficient management
- Less maintenance costs and more environmentally friendly since paper is not required
- Slightly faster device replacement in case of a failure
- Compliant with international brand standards like Fusion (KFC), DSS (Burger King) and Domino's

Productivity & Efficiency

- Allows for multiple stations to work on same product categories by load balancing orders or items. For example 1 order with 2 pizzas is sent as 1 pizza on Pizza station 1 and 1 pizza on Pizza station 2 offering significant improvements in productivity
- Makes it easier for multiple persons to work on the same station with item coloring differentiations (e.g. cook 1 works on blue items, cook 2 works on red items and is responsible for bumping the order)
- User can mark a whole order as being ready/prepared/cooked/packed etc. or items individually reducing mistakes in orders over 10 items

- Features Training mode with ability to show full recipes instead of changes, full names instead of shortcodes as well as a product photo to help new cooks in preparing the plates
- Allows for synchronized statuses, optionally showing an order on the packaging or delivery screen only when all stations have prepared the items, reducing packaging/delivery errors especially in orders with multiple items
- Displays the order time in real-time, together with delay warnings
- Can see post orders that are scheduled for later in the day
- Support for Rush orders which are skipping the queue and go to the KDS as first priority
- Supports items to be displayed in different timings based on preparation time needed **BETA**
- Can optionally offer automated statuses (e.g. change to Oven status for the next 5.3 minutes) **BETA**
- Can optionally see network performance averages to know if you are faster or slower than the network average **BETA**
- Option to receive orders in real-time at the moment the items are added to the POS basket without finalizing the order
- Preparation screen for grouping open items (e.g. we have to prepare 5 Caesar's salads), which offers a productivity improvement in specific stations
- Offline protection in case store internet connection goes down, where user can continue working from the order list and optionally print the open orders to continue working from paper in case a device restart or replacement is needed
- Optional automatic staff clock in/out **BETA**

Improved monitoring

- Can identify specific staff members, measuring performance (speed of cooking, packing etc.) (Performance measurement requires at least 2 bumps)
- Can display more details on the order lifecycle offering a more accurate monitoring and also a more transparent process through optionally showing equivalent information on the customer's order tracker
- Offline warning with audio alert
- Optional quick statistics (e.g. orders per source)

Benefits of Printing

Despite the numerous benefits of KDS, there are still a few minor drawbacks as listed below.

Printing Benefits

- Although KDS is very easy to use, still requires 5' minutes of staff training
- Depending on requirements there may be similar or slightly higher cost of hardware
- Requires slightly more server resources to get transaction information and show on screens