Product Overview

Last updated: September 17th, 2026

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Fimble

A cloud system for your F&B business with powerful tools to efficiently

acquire, serve & reengage

your customers.

Fimble

5.6K+
Restaurants in

45
Countries

$1.7B
Transactions per year

42M
Served Customers

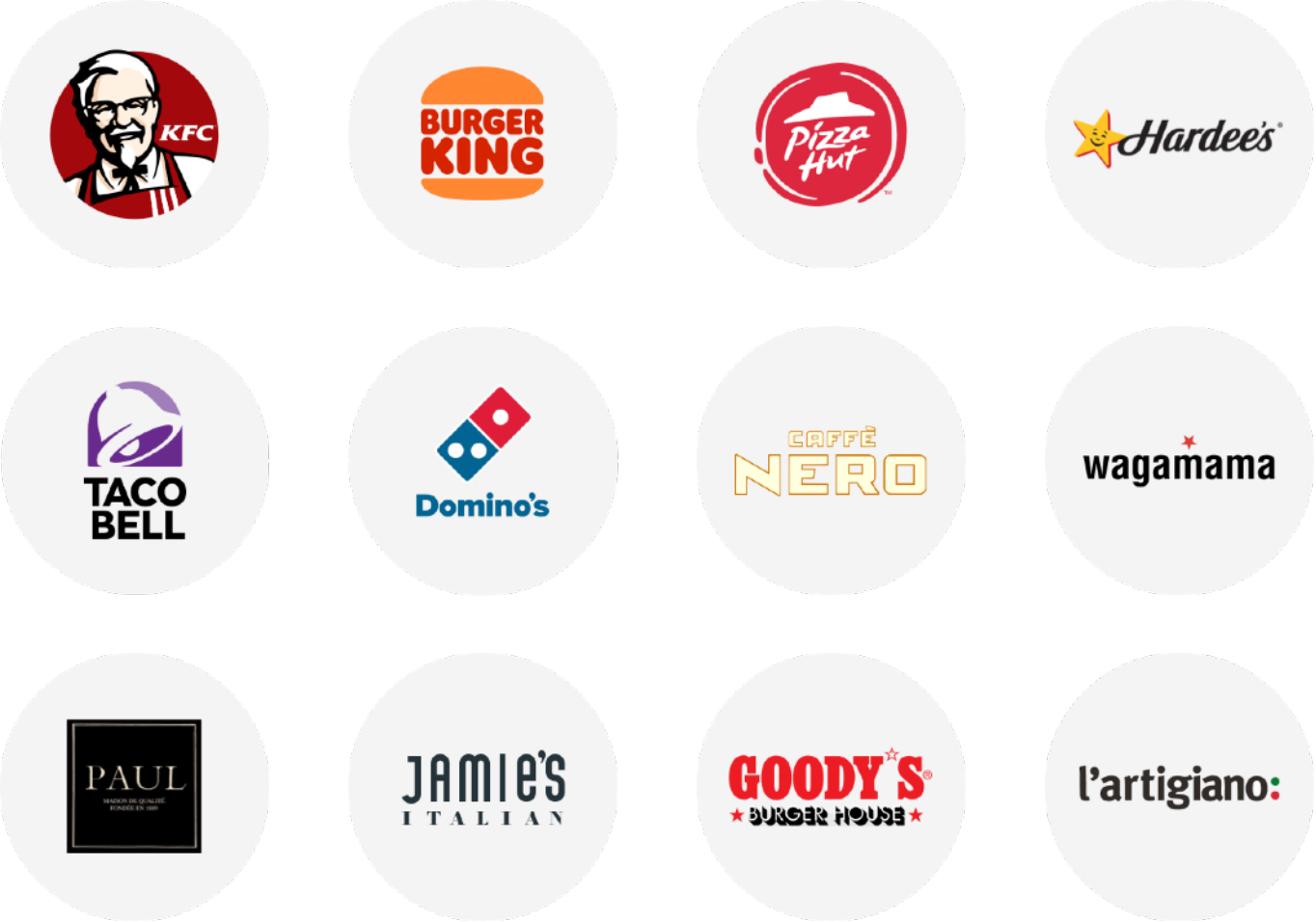
25
Years of experience

180K+
Development hours

97
System components

206
Integrations

Clients


KFC
BURGER KING
Pizza Hut
Hardee's
TACO BELL
Domino's
CAFFÈ NERO
wagamama
PAUL
JAMIE'S ITALIAN
GOODY'S BURGER HOUSE
l'artigiano:

Benefits

A true **360º** system for the F&B with **omni-channel** and **omni-division** support for seamless ordering and fulfillment across every touchpoint.

Easy to launch, **built to scale**, and backed by **25 years of industry know-how**—delivering powerful tools, insights, and expert support to help your business compete like a true market leader.

0% commission and simple, transparent pricing tailored to your needs that only grows as your business grows, **maximizing ROI**.

Flexible for any business setup, regardless of complexity—multi-tenant, cloud kitchens, marketplaces, franchise, owned, or hybrid. Adaptable for **custom solutions** and **compliance standards**.

Leverages the **latest technologies**, **cloud-based infrastructure**, **compliance standards**, and **AI-driven development** to deliver cutting-edge performance, security, and innovation.

Integrates with **206 third-party systems**, covering POS, payment, marketplaces, communication, and any other type of service you may need to perfect your installation.

Our Compliance Framework

ISO 27001: Security Management
Certified with ISO 27001 and qualified as auditors ourselves, we follow the highest standards for information security management.

GDPR: Data Privacy in Practice
We are fully GDPR-compliant, embedding its principles into how we handle personal data.

ISO 27701: Privacy Management
ISO 27701 strengthens our capabilities to manage Personally Identifiable Information (PII).

EAA: Accessibility for All
We adhere to the European Accessibility Act and are WCAG 2.1 AA compliant, making our products inclusive and usable by everyone.

ISO 9001: Quality Management
Our ISO 9001 certification demonstrates our commitment to delivering consistent quality, improving performance, and exceeding customer expectations.

EU AI Act: Responsible AI
We fully align with the EU Artificial Intelligence Act—the world's first legal framework governing AI use.

Fimble is fully capable of complying with international brand standards, with a proven track record of meeting requirements for Fusion, DSS, and other frameworks.

Omni-Channel

1. Web
2. Mobile
3. Kiosk
4. POS
5. QR Pickup
6. QR Dine In
7. Call center
8. Google
9. FB
10. Instagram
11. TikTok
12. 3rd party sources

Omni-Division

1. Delivery (+ contactless)
2. Click & Collect (+ contactless)
3. Dine In (+ click & dine in)
4. Drive-Thru
5. Catering
6. Curbside Pickup
7. Curbside Delivery

Features

ONLINE ORDERING

Custom-branded site, complete with your menu, prices, and content. Plus, seven native mobile apps for iOS, Android, and HarmonyOS.

KIOSK

Centrally managed, branded kiosk interfaces covering order-taking, checkout, payments, marketing, and analytics for seamless self-service experiences and rapid service.

POS & KDS

Next-generation Point of Sale for servers, cashiers or call center agents. Paired with a sophisticated Kitchen Display System for flawless, reliable, and fast service.

MARKETING & CRM

Turn one-off buyers into loyal customers with integrated marketing and CRM tools that drive upsells, repeat sales, and build lasting relationships.

INVENTORY

Complete management of your products and raw materials with real-time consumption, stock alerts, and automated resupply processes.

Features

DISPATCH

Manage in-house or third-party drivers with smart tools like automatic order assignment, order groupings, and smart warnings. Paired with the Driver Assist application for live driver tracking.

WORKFLOW MANAGEMENT

Stay on top of orders and dine-in reservations with a real-time, centralized workflow view—automatically routed to printers, KDS, packing, or any other order monitors.

HR

Manage hiring, training, scheduling, clocking, leave requests, expenses, and performance from a single place and ensure your team remains in sync through dedicated portals for store managers and employees.

ANALYTICS & BI

Turn analytics into action with forecasting, team performance, customer behavior, AI-driven data analyses, and other forward-thinking tools that help you make confident decisions that drive results fast.

Online Ordering | Web

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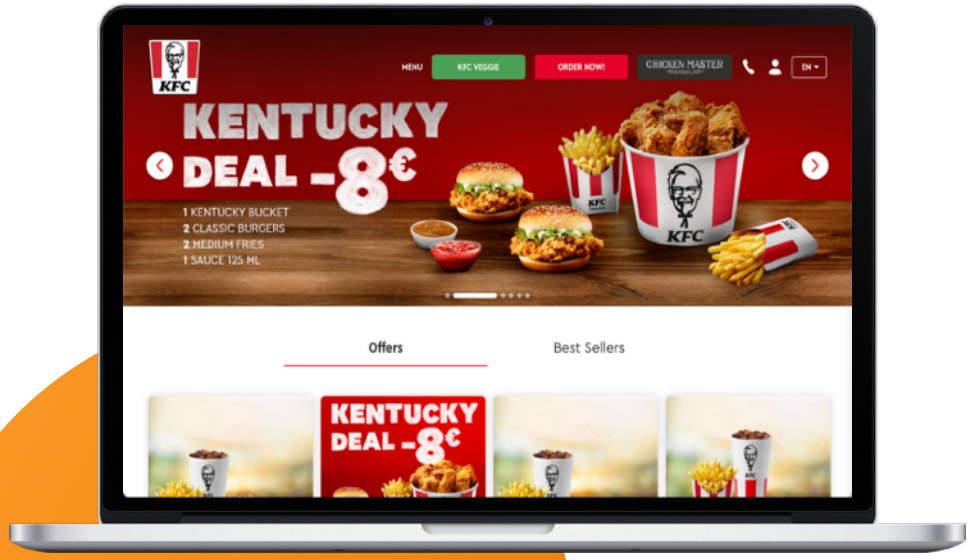

- **Customizable interface** with logo, colors, menu layout, footer, fonts, and homepage sections
- **Dynamic content**, including banners, pages, products, prices, offers, stores, and more
- **Intuitive menu browsing** with dynamic sections for best sellers, featured, and recent products, as well as product tags
- **Complete customer account management**, including order history, repeat orders, contact details, multiple addresses, saved credit cards, favorite orders and items
- **Multiple fulfillment options**, including delivery, pickup, drive-thru, curbside pickup, and dine-in
- Order tracking, tips, guest checkout
- GDPR-compliant, SEO-friendly, multi-language support, and compatible across devices
- **100+ integrations** with POS and payment gateways

Online Ordering | Mobile

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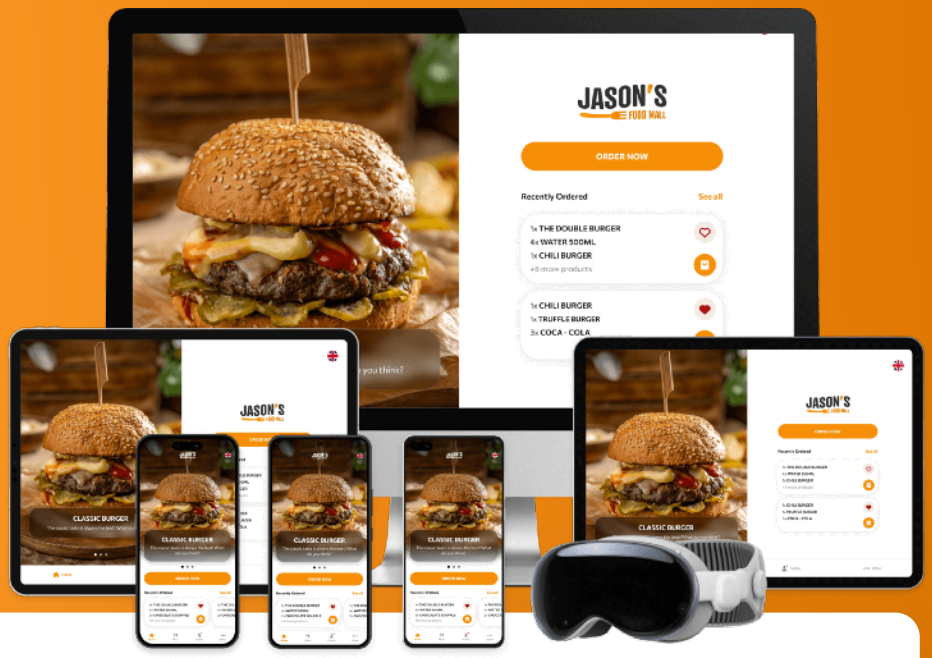
- **Native apps** for iPhone, iPad, Android Phone, Android Tablet, Huawei Phone, Macs, and Vision Pro headsets
- Customizable and feature-rich, follows web functionality for seamless, consistent experiences
- **Push notifications** for increased conversions and customer retention
- Engagement tools like app ratings and reviews
- **Geolocation** for better customer experience
- **Dark mode**



Native Mobile Apps

The native mobile applications are built according to Apple, Google, and Huawei development guidelines, ensuring optimal performance and reliability on your customers' devices.

GET IT ON Google Play | Download on the App Store | EXPLORE IT ON AppGallery

Fimble®

Kiosk

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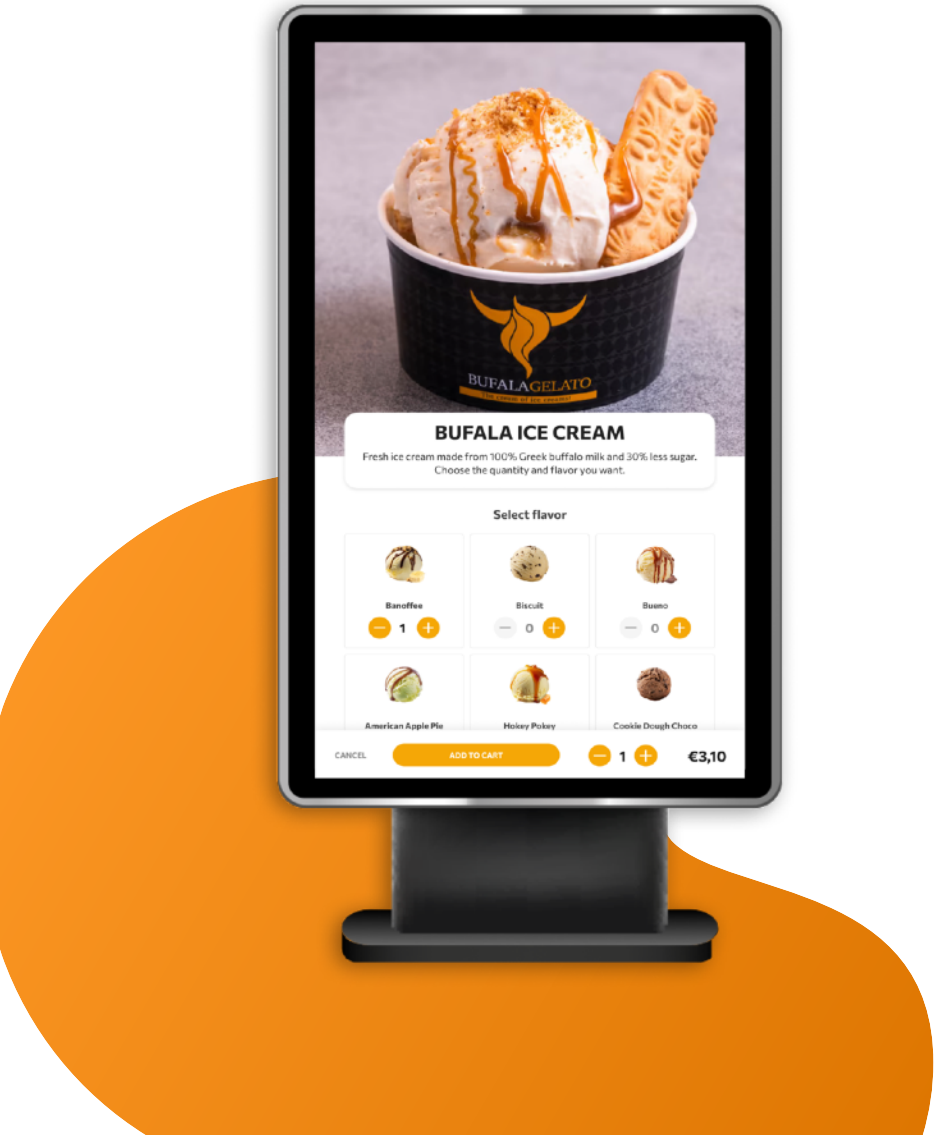

- **Customizable** with configurable menu layout, logo, color, and banners
- **Intuitive order taking** with categories, tags, and sections for best sellers, featured and recents
- **Flexible fulfillment** for dine-in or take-away
- **Single-screen checkout** with various payment options
- **Powerful marketing tools** including upselling, cross-selling, automatic and guided offers, coupons, rewards, location-based pricing exceptions, multiple price lists, and more
- Smart or mobile app login
- Accessible, multi-language, and device/platform compatible
- **Insightful analytics** for continuous optimization
- Works effortlessly as a standalone solution or within your existing Fimble ecosystem

POS & KDS

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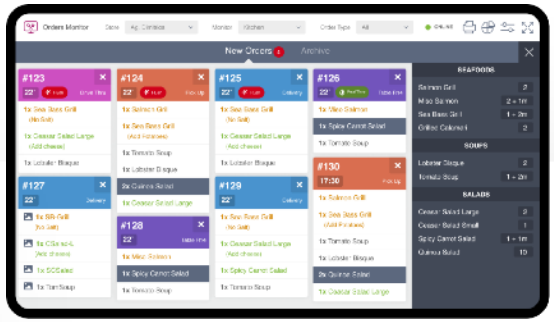
- Next-generation **Point of Sale** (POS) for servers, cashiers or call center agents, supports printing across connected devices
- Available on desktop, iOS, and Android
- Integrates with your product catalog, inventory, customers, and marketing, enabling menu customization, real-time combos, and offer calculation
- **Caller ID** application identifies incoming callers and links them to existing customer records



- **Kitchen Display System** (KDS) with configurable layouts for multiple stations
- Load balancing, smart grouping, multi-bumping, performance metrics, and more

Marketing

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- **Own your customer data** with detailed profiling and tagging for precise targeting
- **Offers system** that activate combinations of automatic and guided discounts for network and LSM activities
- **Coupon management** for promotions and complaints
- **Rewards programs** with flexible collection and redemption options like digital loyalty cards and online gifts
- **Complaints management** with automatic assignment, supervision levels, and internal monitoring
- Automated, transactional, and bulk communication tools for **email**, **SMS**, and **push notifications**
- **Internal messaging** with colleagues and AI bots
- **Interactive reports** to view, print or export.
- Additional features for online contests, gifts, customer feedback, satisfaction surveys, competition tracking, events, and marketing campaigns

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Inventory

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Inventory Control

- Manage multiple warehouses and storage locations
- Low stock warnings
- Inventory transfers between stores
- Real-time consumption without requiring scheduled inventory counts
- Food cost analysis

Resupply Process

- Automatically build Purchase Orders (POs)
- Electronically submit POs to vendors
- Dedicated vendor portal for viewing and managing POs
- Automated processes upon receiving orders to update inventory, close multiple POs, update vendor files, and re-enable inactive products that were out of stock

Dispatch

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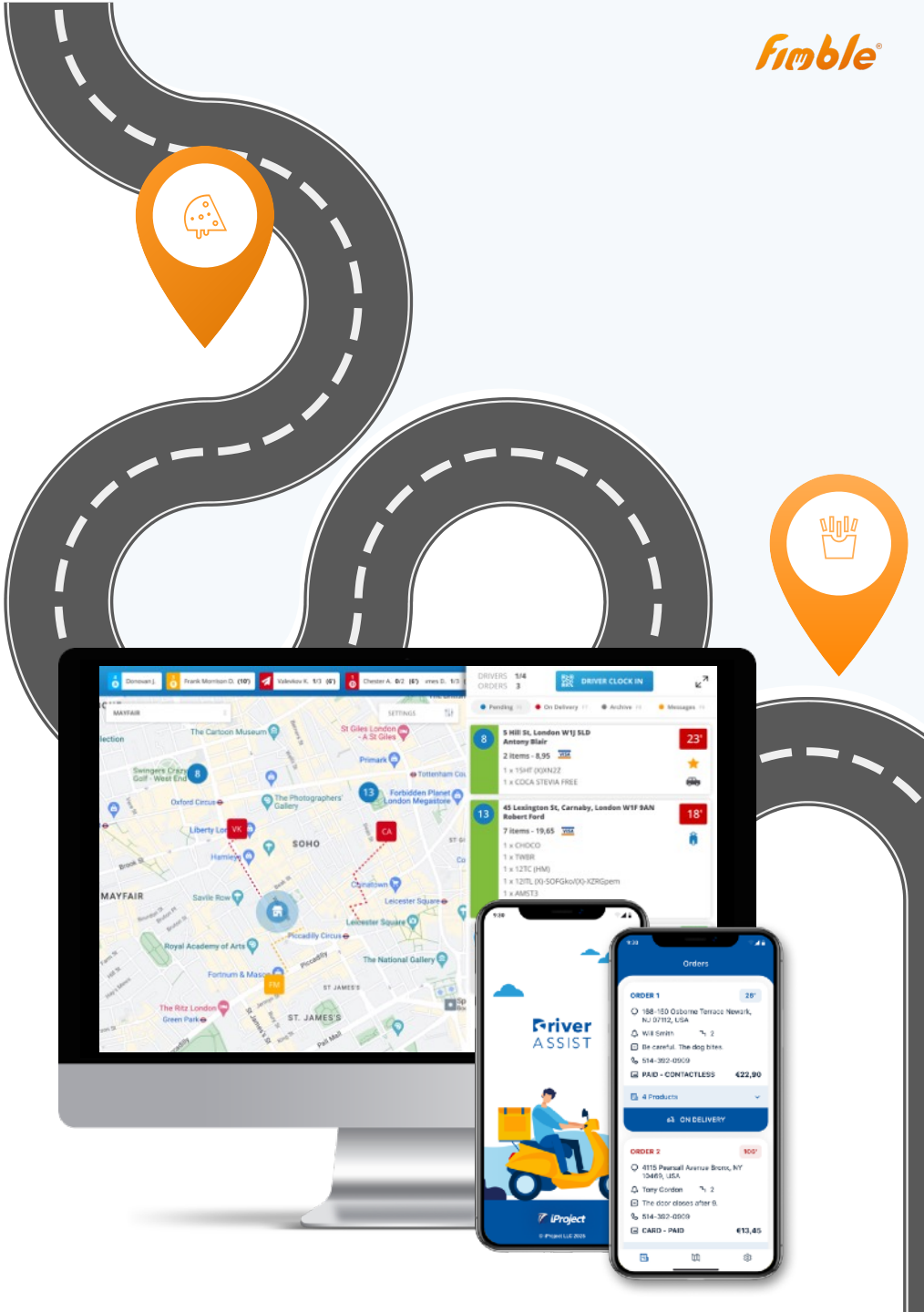
- Simple **clock-in** and **clock-out** without requiring credentials
- **Automatic order assignment** with fair and accurate driver rotation
- **Map view**, **delay warnings**, and **driver return status** for instant decisions
- **Smart grouping** for close-by orders
- Optional **mobile app** companion for drivers to have all necessary delivery info at their fingertips while the dispatch monitor shows their actual location in real-time
- Actual OTD, arrival, delivery, and return times with detailed performance reports
- Supports combined deliveries, real-time traffic, driver trails, new customer indication, package size warnings, and more



HR

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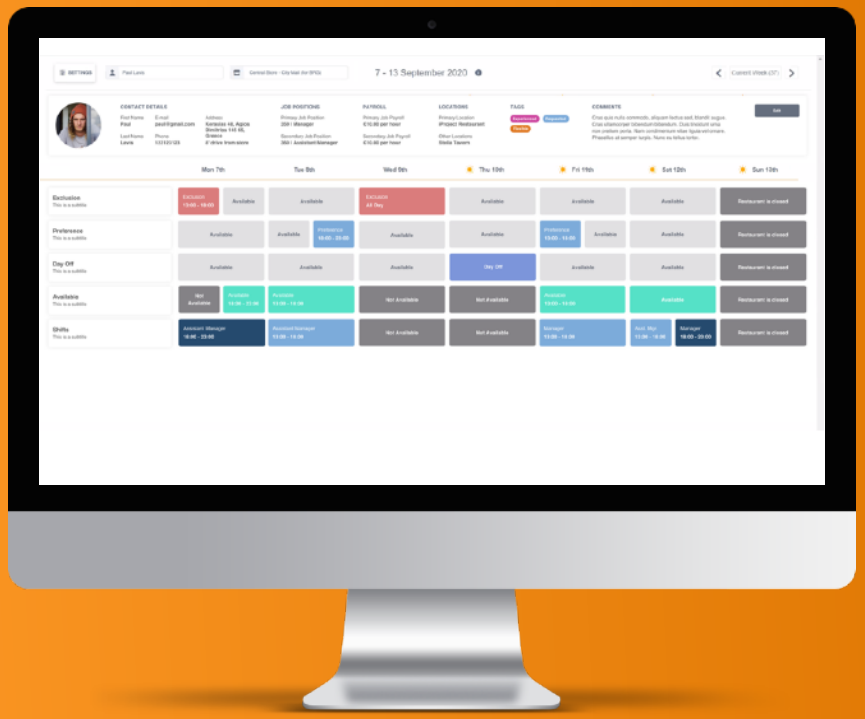
- **Recruitment management** with job positions, screening, candidate matching, interviews, CVs, evaluations, and more
- **Scheduling** for shifts, preferences, exclusions, and time-off requests
- **Flexible clock-in** via PIN, NFC, or login
- **Training** sessions, material, evaluations, certifications, and progress overview
- **Store manager portal** with workflows, tasks, requests, scheduling, training, logs, tickets, equipment, and reports
- **Employee portal** with messages, announcements, schedules, requests, training, knowledge base, files, and more
- **Reports** covering employee performance, clocking, and labor cost



Analytics & BI

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FORECASTS

Anticipate demand, plan supply, reduce waste, and optimize staffing order volume predictions broken down by day, hour, product, category, and raw material usage.

AI-DATA ANALYSES

Turn data into summaries and graphs—no code or analyst required. Describe the insights you need in plain language and choose from 16 predefined analyses.

AI ASSISTANTS

Automate tasks and scale knowledge sharing with custom agents—knowledge, customer service, and order-taking bots, data analysts, and other automations.

FEED

Monitor your business landscape with AI-curated feeds that keep you updated on news, customer reviews, market intelligence, and competition.

DATA SETS

Build the right audience every time with flexible data segmentation. Segment your customers manually, dynamically or based on their buying habits.

REPORTS & SNAPSHOTS

Customizable, flexible, ready-to-use reports across 29 business categories for informed decisions at every level. Plus, real-time views that capture priorities at a glance.

Extra Features

CATERING

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Capture, organize, and fulfill catering orders with flexible scheduling, contracts, production planning, kitchen routing, delivery coordination, and customer management for an end-to-end catering operation.

DIGITAL SIGNAGE

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Manage and schedule media with a cloud signage system to display catalogs, promo videos or pickup info on monitors—no external device connections needed.

RED BOOK & INCIDENT MANAGEMENT

Report and document every issue and update in one organized place, maintaining a complete history of events through a digital store record.

EQUIPMENT & MAINTENANCE

Schedule, manage, and track maintenance for kitchen equipment, vehicles, or other assets with steps to meet your org's or suppliers' requirements.

FIELD AUDITS & TASKS

Oversee performance across locations with field audits, tasks, visits, questionnaires, and checklists via tablet for on-the-go supervision of your network.

CONTENT MANAGEMENT

Manage public and internal content dynamically and in real-time, including pages, banners, posts, media, and files across multiple channels and languages.

Fimble

Thank you!

For more details you can visit us at

www.fimble.io