

Case Study: Kyalami Shisanyama

About the Customer

Kyalami Shisanyama is a popular and vibrant food establishment in South Africa's heart. It specialises in traditional barbecue dishes known as shisanyama. Catering to a diverse clientele, the restaurant is known for its lively atmosphere and delicious grilled meats. As the business grows, Kyalami Shisanyama aims to expand its digital presence by offering an online platform for customers to browse the menu, place orders, and engage with the brand through various digital channels.

Customer Challenge

Kyalami Shisanyama faced several significant challenges in developing and deploying its web application. One of the primary issues was ensuring that the application was efficiently deployed with high availability and performance. The business needed a platform that could manage ongoing updates and scale seamlessly to meet the increasing demand of its growing customer base. Additionally, the restaurant required a robust system for real-time notification management to enhance customer engagement. This included sending and managing notifications such as order confirmations and updates promptly.

Another critical challenge was implementing secure and scalable media storage for user-uploaded images and other media files. Kyalami Shisanyama needed a solution that ensured media files were stored securely and could be retrieved efficiently. Delivering a seamless and responsive user experience was also a top priority, as the platform had to meet customer expectations for browsing and ordering food items. Finally, the company needed to protect user data, requiring effective security measures such as encryption and access controls to comply with relevant standards and regulations.

Failure to address these challenges could have resulted in decreased customer satisfaction, potential loss of business, and increased operational costs due to inefficient processes and system downtimes. Furthermore, without an effective real-time notification system, the restaurant risked poor communication with customers, which could undermine trust and negatively impact the user experience.

Partner Solution

Pax Divitiae, a trusted AWS partner, provided a comprehensive solution tailored to meet the needs of Kyalami Shisanyama. The project involved developing a robust web application to enhance remote customer engagement and streamline ordering. Pax Divitiae employed AWS Amplify to deploy and host the React framework-based application seamlessly. This ensured a reliable and scalable platform to accommodate the restaurant's growing customer base and facilitate high availability.

Pax Divitiae integrated Amazon Simple Notification Service (SNS) into the solution to manage customer notifications effectively. This integration enabled the restaurant to send timely and relevant updates to users, improving communication and enhancing customer trust. Amazon SNS provided a flexible and cost-effective way to manage notifications, ensuring customers received important information promptly.

Pax Divitiae utilised Amazon Simple Storage Service (S3) for secure and scalable media storage. This service provided scalable and reliable storage for user-uploaded content, ensuring that media files were stored securely and retrieved efficiently. With Amazon S3,

Kyalami Shisanyama could easily manage large volumes of media files without compromising security or performance.

Pax Divitiae also gathered customer feedback through various channels, including email surveys and direct interactions. Data from these feedback channels were integrated into a central data repository in Amazon S3, enabling comprehensive analysis and visualisation using Amazon QuickSight. This approach allowed Kyalami Shisanyama to leverage data-driven insights to improve customer satisfaction, enhance service delivery, and maintain a competitive advantage in the market.

Throughout the project, Pax Divitiae provided extensive support services during the pre-and post-migration phases of the solution implementation. The team ensured a smooth transition to the new platform, offering technical assistance and guidance to ensure the successful deployment and operation of the web application.

Results and Benefits

Implementing Kyalami Shisanyama's web application significantly enhanced its performance and customer experience. The project ensured a reliable and scalable platform with high availability by deploying the React-based application on AWS Amplify. The integration of Amazon SNS enabled effective real-time notifications, improving user communication and trust. As a result, customer engagement increased by 40%, leading to higher order volumes and improved customer satisfaction.

Amazon S3 provided secure and scalable storage for media, ensuring efficient handling of user-uploaded files. The application's high availability and scalability supported increased user loads with minimal downtime, reducing operational costs by 30% and improving overall efficiency.

The Overall Story

The project successfully addressed vital challenges and positioned Kyalami Shisanyama to serve remote customers better, streamline ordering, and support future growth. The enhanced user experience and improved operational efficiency helped the restaurant maintain a competitive edge in the market.