SNV SOFTWARE
SOFTWARE SOLUTIONS, NEXT LEVEL

Enterprise Product Dossier
September 2026 Edition

Prabandh *ERP*

The enterprise operating system for India's restaurant and hospitality chains — one platform for the floor, the kitchen, the books and the law.

Built for restaurant groups, cloud kitchens, cafés, QSR chains and bars running five to five hundred outlets, across dine-in, takeaway and delivery.

Prepared for
Growth-Stage Hospitality Operators

Why Prabandh

Restaurant chains rarely fail because the food is wrong. They struggle because the business behind the food is invisible — one tool for billing, a separate spreadsheet for stock, a separate consultant for payroll compliance, and no single view of what is actually happening across ten, twenty, or a hundred outlets at once.

Wastage goes unlogged until the month-end count comes up short. Payment gateway deductions drift a little further from the bank statement every week. EPFO and ESIC filings depend on someone remembering to do them correctly, on time, every month. None of this shows up on a sales dashboard — until it shows up on the balance sheet.

Prabandh ERP was built to close that gap: a single operating system for dine-in service, kitchen operations, inventory, delivery, HR and statutory payroll, and financial reconciliation — engineered for the specific realities of running a multi-outlet Indian hospitality business, from EPFO filings to Swiggy payout audits.

The pages that follow walk through the eight pillars of the platform, how it compares with the tools most chains already use, and the recovery you can expect from a single deployment.

— Team SNV Software

AT A GLANCE — VERIFIED OPERATIONAL GAINS

−40%

Food wastage & pilferage

Camera-verified logging closes the gap between paper counts and kitchen reality.

+35%

Kitchen prep velocity

Audio-alert KDS and station routing cut ticket time through rush hours.

₹0

Reconciliation gap

Every rupee triangulated across POS, gateway and bank statement.

<0.4s

Counter billing speed

Built to hold up under peak-hour queues without a lag.

The Eight Pillars

01

Dine-In POS, Floor Plans & Audio KDS

Visual table management and a kitchen that never misses a ticket

Configure multi-zone floor layouts — AC hall, garden, rooftop, banquet — split bills by pax, move tables mid-service, and send every KOT straight to a station-specific kitchen display with an audible chime.

- **Live table states** — colour-coded vacant, running, billed and cleaning status with steward tracking
- **Audio KDS** — paperless display with green-amber-red elapsed prep timers by station
- **Floating calculator** — a draggable Alt+C numpad available on every billing screen

02

Camera-Verified Wastage & Stock

Inventory math that closes with photographic proof, not guesswork

Opening stock plus receipts and transfers in, minus sales, wastage and transfers out, must equal what is actually on the shelf. A manager cannot close the day until every discarded item has been photographed and categorised.

- **Mandatory photo audit** — spoilage, burns, tastings and expiry, valued automatically in rupees
- **FIFO/LIFO batches** — tied to supplier GRNs with near-expiry alerts
- **Central godown transfers** — gate passes and transit discrepancy logs across branches

The Eight Pillars

03

3-Way Payment Reconciliation & Banking

Recovering the 1.5–3.5% of revenue that quietly disappears

Most multi-outlet operators lose a meaningful slice of revenue to unreconciled gateway deductions. Prabandh triangulates every invoice against Razorpay and Easebuzz settlement records and the raw bank statement, so shortfalls surface automatically instead of at year-end audit.

- **3-way match** — POS invoice, gateway settlement and bank credit, matched automatically
- **Universal statement parser** — upload any bank CSV/Excel to match UTRs and charges
- **Cashbook & bankbook** — double-entry journals with authorised voucher trails

04

Statutory HR, Payroll & Compliance

Payroll that files itself with EPFO and ESIC, correctly, every month

Shifts, advances, loans, resignations and full-and-final settlements are handled end to end, with government-ready ECR files generated directly from the payroll run — no external consultant required to stay compliant.

- **EPFO ECR generator** — upload-ready electronic challan return files, formatted correctly
- **Gratuity engine** — automatic provisioning once tenure crosses five years
- **Full & final settlement** — leave encashment, notice period and loan recoveries in one statement

The Eight Pillars

05

Takeaway, Delivery Fleet & Aggregator Audit

Every token tracked, every rider routed, every payout checked

Takeaway rushes run on a simple daily token sequence with WhatsApp pickup alerts, while an in-house rider console handles GPS navigation and cash collection — and Swiggy/Zomato statements are audited automatically for missing payouts.

- **Token lifecycle** — received, preparing, ready, collected — auto-resetting each day
- **Rider console** — one-tap navigation, delivery timestamps and COD reconciliation
- **Aggregator audit** — monthly Swiggy/Zomato statements checked for hidden deductions

06

Customer 360, Loyalty & Guest Recovery

A rating under three stars reaches the manager before the guest leaves

Loyalty tiers, corporate credit accounts and banquet bookings sit alongside a live feedback loop from tabletop QR codes — any low score triggers an immediate manager alert for on-the-spot recovery.

- **Loyalty tiers** — Bronze to Platinum, with OTP-based point redemption at the counter
- **Corporate accounts** — dining ledgers, credit limits and one-click GST invoicing
- **Banquets & events** — per-pax pricing, advance deposits and hall scheduling

The Eight Pillars

07

AI Insights & Custom Reporting

Plain-language diagnostics, in place of another static spreadsheet

The insights engine sorts the menu into stars, plow-horses, puzzles and dogs, flags unusual ingredient consumption, and lets any manager build a custom report without writing a single line of query.

- **Menu diagnostics** — margin leaks and high-opportunity dishes, explained in plain English
- **Report builder** — drag-and-drop columns and filters, exportable to Excel or PDF
- **GST return hub** — B2B, B2C and HSN summaries ready for GSTR-1 and GSTR-3B

08

Enterprise Security & Branding

Fourteen permission levels, one audit trail, complete data ownership

Every outlet prints under its own legal name, GSTIN, FSSAI number and bank QR code, while every edit, discount override and stock transfer is logged with the operator's identity, timestamp and IP address.

- **Role-based access** — fourteen granular permissions configurable per role
- **Immutable audit trail** — every sensitive change logged and unalterable
- **Full data sovereignty** — deploy on your own private cloud or on-premises server

Beyond the Eight Pillars

ENTERPRISE ADD-ON

WhatsApp Attendance System

No app. No training. Just WhatsApp.

Staff mark IN, OUT, or check their status by sending a single WhatsApp message, with live location verification attached automatically. It plugs straight into Prabandh's HR pillar — so a warehouse crew, a field sales team, or an outlet with no counter device can be tracked exactly like any other branch.

What Staff Do

- Reply **1** to punch in, **2** to punch out, **3** for today's status
- Share current location when WhatsApp asks for it
- Get an instant "Punch In Successful" confirmation

What Managers Get

- Location-verified IN/OUT logs, per outlet and per staff member
- Daily status reports across every outlet, in one place
- Attendance data flowing straight into Prabandh payroll

Perfect For

- Restaurants, cafés and retail chains
- Hospitals, factories and corporate offices
- Field staff without a fixed punch-in counter

FROM THE FLOOR

"Ab attendance karna hua bahut hi aasaan!" — attendance has become so much easier.

Honey Vadera, Staff — Cafeteria, Parul Sevasharam Hospital

How It Compares

Most chains today stitch together a POS for billing and a generic accounting package for the books, then patch the gaps with spreadsheets. Here is that gap, parameter by parameter.

EVALUATION PARAMETER	TRADITIONAL POS	GENERIC ERP	PRABANDH ERP
Wastage camera audit	Text log only, no photo	Manual journal voucher	**Mandatory live photo upload**
3-way payment reconciliation	Needs a third-party tool	Manual Excel matching	**POS, gateway and bank auto-matched**
EPFO ECR generation	No HR or payroll engine	Basic manual payroll	**Direct government upload-ready file**
Gratuity liability engine	Not supported	Needs external CA calculation	**Built in, auto beyond 5-year tenure**
Audio kitchen display	Paid monthly add-on	Not available	**Included, with web audio chime**
Aggregator payout audit	Expensive enterprise add-on	Manual entry only	**Native Swiggy/Zomato parser**
Data sovereignty	Proprietary vendor lock-in	Local file, offline silo	**100% client-owned deployment**
Negative feedback response	Delayed email digest, if any	Not available	**Real-time manager alert under 3★**
Custom report building	Fixed report templates only	Requires IT or a consultant	**Drag-and-drop, no query needed**

Reference set: widely used restaurant POS platforms (e.g. Petpooja, Posist) and generic accounting/ERP tools (e.g. Tally, Marg) commonly deployed by Indian multi-outlet chains today.

Governance & Assurance

None of the above matters if the platform can't be trusted with payroll data, guest information and daily cash. Every deployment ships with the same statutory, security and service backbone — regardless of whether it's a single café or a 200-outlet chain.

Statutory Compliance

- EPFO ECR text format with UAN wage validation
- ESIC contribution returns and IP registers
- Payment of Gratuity Act, 1972 statutory rules
- GST invoicing — B2B, B2C, HSN codes and RCM
- State Professional Tax slabs, fully configurable

Security & Data Privacy

- Multi-tier role-based access control
- CSRF protection on every state change
- Prepared statements against SQL injection
- Automated offsite daily database snapshots
- Immutable audit trail with operator IP logging

SNV Enterprise SLA

- 99.99% guaranteed infrastructure uptime
- 30-minute critical response window
- A dedicated technical account manager
- Assisted onboarding and menu digitisation
- Continuous feature updates and patches

ILLUSTRATIVE ROI

A chain running **5 outlets** at an average **₹15,00,000** monthly revenue each, with typical wastage and leakage of **6.5%**, can expect to recover roughly **₹29,25,000** a year in reclaimed wastage and reconciliation — with an estimated payback inside **38 days** of deployment.

Let's put this in front of your outlets.

Bring your current stack, your outlet count and your books — our team will map Prabandh ERP against what you run today and show the gap it closes, outlet by outlet.

1000+
Businesses already running on SNV Software

24/7
Support and assistance, every day of the year

1–500+
Outlets — scales from a single café to an enterprise chain

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