TableOp - All-in-One Hospitality Operating System

AI Pinnacle Case Study: how we built tableop.com - a real-time restaurant OS handling orders, kitchen, delivery and analytics from a single dashboard.

About TableOp

TableOp (https://tableop.com) is the all-in-one hospitality operating system built for restaurants and beyond. Restaurants use TableOp to take orders, run the kitchen, manage delivery, and track performance in real time - all from one dashboard. Setup takes 24 hours, there is no contract, and operators can cancel anytime.

Why operators chose TableOp

Independent restaurants, multi-outlet chains and cloud kitchens needed a single system to replace a stack of disconnected tools - POS, KDS, delivery aggregator dashboards, inventory, and BI. TableOp consolidates all of these into one operator console, with role-based access for owners, managers, kitchen and front-of-house staff.

Core capabilities (live on tableop.com)

- Real-time order ingestion from dine-in, takeaway and aggregator channels
- Live kitchen display system (KDS) with station routing and bump times
- Delivery management with driver assignment and live tracking
- Inventory and recipe-level cost tracking
- Performance dashboards: revenue, item-mix, peak-hour, and labour cost
- 24-hour onboarding and white-glove menu import

Technical architecture

AI Pinnacle architected TableOp around a real-time event spine. Order, payment and kitchen events flow through a Socket.IO + Redis pub/sub layer that propagates state to every connected device in under 100ms. REST and GraphQL endpoints handle CRUD; WebSockets handle the operator workflow where latency matters.

> *Result: 50,000+ orders processed daily across the customer base with 99.9% uptime and average update latency under 50ms.*

Stack

- Frontend: React + TypeScript (operator console), React Native (mobile)
- Realtime: Socket.IO clustered with Redis adapter
- Backend: Node.js services, PostgreSQL, Redis
- Infra: AWS (ECS Fargate, RDS, ElastiCache, CloudFront)
- Observability: OpenTelemetry, Grafana, Sentry

Why this matters for global hospitality buyers

Whether the operator runs a single restaurant in Auckland, a 40-unit chain in the UK, a Dubai cloud

kitchen, or a Riyadh fine-dining concept, the architecture supports multi-region deployment with data residency in the operator's chosen jurisdiction.

Engagement

TableOp was delivered by the AI Pinnacle in-house team headquartered at NASTP. We continue to operate it under a long-term retainer covering feature development, SRE, and 24x7 incident response.

Visit & demo

Live product: https://tableop.com
Demo: https://tableop.com/demo
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