



About Us

We are a creative and agile team that developed Caramel from the ground up. This is not a generic white-label solution — every feature is tailored to the real needs of premium laundries. We constantly evolve the platform with new technologies, including AI and smart automation.



Efficiency
Meets Innovation

Powering the Future of Laundry Services

Our Mission

Caramel was born out of frustration with outdated laundry systems — systems that lacked proper staff supervision, led to quality drops under high loads, and failed to adapt to modern expectations. We aim to restore precision, speed, and reliability to laundry operations.



Contact us

Learn more at CaramelSoftware.com
Email: info@caramelsoftware.com
WhatsApp: +1 (681) 753-4343



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Years of experience
with High-End Laundries





Order & Pricing

Pricing is fully dynamic based on item type, condition, selected options, and customer preferences. You can record stains, take before-photos, and even capture the customer's digital signature. Our intelligent capacity management suggests the best delivery date based on workload.

Workflow

Caramel prevents errors before they happen. Whether it's blocking unwashed items from entering the ironing queue or alerting staff about special requests or registered stains, every step is streamlined. Staff can complete tasks using only barcode/RFID scanners — no need for keyboard, mouse, or even literacy.



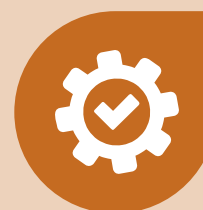
Accounting

Built on modern accounting standards, Caramel delivers powerful visual dashboards to keep you in control. Instantly understand your business performance with dynamic charts showing revenue trends, expenses, and cash flow. Every transaction and customer are logged with precision, while loyalty analytics and smart insights help you make faster, smarter decisions—without digging through spreadsheets.



Why Choose Caramel?

- Caramel isn't just software — it's a platform that adapts to your exact workflows. **Everything is configurable**: from multi-branch setups to pricing rules, staff roles, and garment-specific processes.
- **Integrated CRM tools** support online ordering, payments, feedback collection, and customer engagement.
- Plus, garments are placed intelligently in the laundry space to group similar orders efficiently. We call it: **Smart Space Reservation System**
- In Caramel, barcodes aren't just for tracking — they're **programmable commands** that admins can configure to trigger specific actions based on business rules & workflow.



Quality Control

Track service quality with visual indicators, automatic alerts, and full staff accountability at each stage. If a garment fails quality check, it can be flagged and sent back for reprocessing. Any customer notes or special requests are clearly shown to staff at the right time, minimizing mistakes and improving satisfaction.



Image Capture

Photograph garments before cleaning to record stains or damages. These images are shown to staff during processing and are also available to customers on their phones—building trust and transparency while preventing disputes.



Hybrid Online & Offline

Even if your internet goes down, Caramel keeps running. A secure sync bridge ensures your online CRM and local servers stay connected. Customer app and online orders work separately from the core system



Eco-Friendly

Our durable barcodes withstand up to 40 washes, drastically reducing the need for replacements. With online ordering and digital receipts, there's no need for printed tickets. Plus, staff activity reports and quality checks are fully digital, eliminating paper logs.