

## PAR's Sturdy Hardware and Sophisticated InFusion™ Reporting Module Facilitate Growth for CKE Franchisee

The CKE franchisee organization headquartered in Westminster, CO has been on an aggressive expansion path—growing from 21 stores just two-and-a-half years ago to nearly 100 locations today—and PAR's hardware and software products have helped the organization manage that growth more effectively.

In the Carl's Jr. and Hardee's restaurants where they've been installed, PAR's ViGo™ and Gemini™ point-of-sale terminals have provided reliable, "bulletproof" performance, according to Dave Garrett, the organization's Director of Information Technology. The POS systems combine ruggedness and ease of use: Garrett reports that the time needed to train cashiers has dropped significantly, from nine hours on the previous system to around three hours on PAR's hardware/software solution.

On the corporate level, the PAR InFusion™ software suite and its InQuire™ enterprise reporting module have simplified and streamlined store reporting, providing automatic daily polling of data—a task that used to require a daily phone call from each store, followed by manual keying and re-keying of data into various headquarters systems.

"By having this integrated, with data reporting that goes directly into spreadsheets for our accounting service, we've increased our office productivity and saved the store managers a lot of time," says Garrett. Streamlining these data integration processes has allowed the franchisee organization to trim three office positions, even as it manages more stores. "We have fewer people running more restaurants; the savings from that amounts to approximately \$90,000 each year," says Garrett.

### Forecasting-Scheduling Link Improves Labor Numbers

Restaurant managers are also making better use of their labor resources, thanks to the advanced scheduling capabilities in the InFusion back-office solution. "The seven restaurants that are using PAR to its fullest capability are running the best labor numbers in the company, and I attribute that highly to PAR," says Garrett. The solution links scheduling to forecasting, "so after managers forecast sales they do their schedules, and the solution gives them feedback as to whether they're over budget, under budget, or if they have enough labor to meet the demands of the day. Because of that, these managers can make corrections before the schedule even goes up," he explains.



PAR POS

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Director of Information  
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The organization consists of five CKE franchisee companies—By the Rockies LLC, By the Rio LLC, Saddleback Inv. LLC, Biscuits & Burgers LLC, Rising Stars LLC—operating Carl's Jr. restaurants in Colorado and Hardee's restaurants in Montana, Wyoming, Missouri, Kansas and Georgia. The companies currently operate 99 restaurants total, with approximately 30 percent using PAR products. Garrett anticipates that with PAR products being deployed in technology upgrades of 10 existing stores, plus four stores that are under construction, 45 stores will be equipped with PAR technology by the end of October 2008.

PAR is an approved technology vendor for CKE franchisees. This organization chose PAR to replace its antiquated DOS-based POS systems in March 2007 and found that PAR's data reporting capabilities and overall quality were creating positive results.

## **PAR Benefits: 'Bulletproof' Hardware and Better Food Cost Reporting**

"We've installed 31 POS hardware systems in the past 14 months, and there have been only very minor issues—the hardware has been virtually bulletproof," says Garrett. "And while it's taken a little while for the restaurant managers to get up to speed on the back-office modules, once we got into it we realized PAR offered a lot of advantages. Other platforms don't have as good a program for reporting on and controlling food costs, nor do they have this level of enterprise reporting. So we made the decision to stay with PAR."

Now that the learning curve has flattened, Garrett is enthusiastic about PAR's performance. In the stores, not only has the PAR POS solution helped cut training times by two-thirds, it has also proven to be customer-friendly. "We can make order changes on the fly, and we're able to give the customer exactly what they want," notes Garrett.

As a larger franchisee, Garrett's team made the decision to bring most of their service in-house, managing Level 1 and 2 support themselves, while leaving Level 3 to PAR's Help Desk. "Now that we've done that, I work directly with the service people at PAR. Their training was good, and there's a better relationship and timely responses from them."

Garrett added that even though his organization handles system installations and back-office support, their increased familiarity with PAR's products is making them more efficient at these tasks. "Now that we've learned the system, we don't even need a full-time person doing that function; it only takes about 10 to 12 hours per week," he reports.



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