

Carl's Jr. Speeds Service and Improves its POS Reliability with PAR EverServ® QSR POS Software

Carl's Jr. of Las Vegas (dba for S.L. Investments, Inc.) operates 39 Carl's Jr. Restaurants in the Las Vegas metropolitan area. As a fast food operator, Carl's Jr. of Las Vegas understands that the keys to success are centered around "speed" and "reliability."

"Customers expect fast service and whatever we can do to speed service goes a long way in improving the guest experience and satisfaction," said Bill Thorson, Vice President Facilities/IT, S.L. Investments. "The other critical aspect of our business is reliability. Anything that gets in the way of our cashiers taking orders and completing transactions costs us revenue and profits. Therefore, our POS system needs to be rock solid and continue to operate in the harsh fast food environment without missing a beat."

While we always strive to maximize our POS performance, we knew we could benefit from a more robust POS system. We have been doing business with PAR for many years and it was time to upgrade to its latest and greatest solutions.



Solution: PAR EverServ® QSR Software

Carl's Jr. of Las Vegas has deployed the new PAR EverServ QSR POS system in all 39 of its Carl's Jr. locations in the Las Vegas, Nevada metropolitan area. The Carl's Jr. POS solution features PAR EverServ QSR running on PAR EverServ 6000, EverServ 2000 and Gemini terminals, and is integrated with all of the new PAR EverServ software solutions, including Back Office, Enterprise Configuration Management and Operations Reporting.

The PAR POS system is integrated to the ePic® solution kitchen display from QSR Automations®, and order confirmation boards from HyperActive Technologies and Delphi. Carl's Jr. of Las Vegas also tapped PAR to manage the implementation and provide ongoing maintenance services for its Carl's Jr. locations.

With the industry's best conversational ordering feature (order logic adapts to normal guest interactions), QSR enables operators to increase order speed and shorten lines. Designed entirely from a usability and human factors engineering mindset, EverServ QSR minimizes keystrokes, speeds service to customers and reduces staff training time. QSR's powerful suggestive selling and up-selling rules engine makes it easy for staff to enter add-on sales and generate incremental sales.

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Results: Increased Speed and Reliability

“The PAR EverServ QSR POS system has significantly improved our speed of service and provided new ordering flexibility, all while increasing the reliability of our POS environment,” said Thorson. “Our staff really likes how intuitive it is to enter orders in a manner that more closely matches how our customers speak their orders and our management appreciates the uptick in sales from the suggestive selling prompts that make it a common practice for our staff to up-sell orders.”

EverServ QSR is a fully redundant application with standalone capability (automatic fail-over and automatic recover in the event of an equipment failure) which enables the system to continue operating in a downtime scenario.

“We have been impressed with how reliable the new POS system is,” added Thorson. “The Microsoft SQL database is incredibly stable and the fully redundant EverServ QSR software enables our cashiers to continue to operate even if the back office computer goes down. This robust reliability is a big benefit to our operations and minimizes headaches for our IT staff.”

The PAR EverServ Enterprise Configuration Management (ECM) system allows Carl's Jr. of Las Vegas to remotely upgrade new versions of the software at the stores and cashiers can still take orders while the upgrade is processing. ECM also makes it easier and faster for Carl's Jr. of Las Vegas to enter coupons and update menu prices accordingly.

The process to build and manage menu databases for multiple stores is dramatically enhanced with the ECM application. “ECM allows us to send database package

updates directly to multiple stores instead of sending separate packages to each store,” explained Thorson. “ECM saves us 10 hours of work a month and, best of all, you can access the system from anywhere you have an Internet connection.”

“While we are not ready to run our POS in the Cloud, it is good to know the EverServ QSR is capable of operating in a Cloud mode,” added Thorson.

PAR EverServ® QSR Business Value Generators

- Advanced fail-over architecture increases up-time and improves customer service and revenues
- Conversational ordering and suggestive up-sell prompts increase average ticket values
- Optimized drive-thru functionality speeds cars through the line making customers happy and increasing sales
- Advanced UI design and combo handling reduces order-taking time and costly mistakes driving more orders during peak periods.
- Reduced training time for new associates reduces payroll expenses

Solution Overview

- ✓ **POS Software:** PAR EverServ® QSR
- ✓ **POS Hardware:** PAR EverServ® 6000, 2000 and Gemini
- ✓ **Database:** Microsoft SQL
- ✓ **Kitchen Video:** QSR Automations
- ✓ **Order Confirmation Boards:** HyperActive Technologies and Delphi
- ✓ **Services:** PAR EverServ® System Maintenance Services



ParTech, Inc. (PAR), a wholly owned subsidiary of PAR Technology Corporation, has built its more than three decades of success around delivering advanced point-of-sale and enterprise back-office solutions for restaurant operators worldwide. PAR provides hardware, software and services to the world's largest restaurant chains and their franchisees for more than 30 years. The Company's extensive offering is backed by PAR's global service network and its Boundless Hospitality™ vision for enhancing restaurant operations in a new era of dining out. The Boundless Hospitality vision drives the development of game-changing solutions, and is supported by a partner ecosystem that accelerates innovation more quickly than possible for any single company working independently. The Company has more than 50,000 installations in 110 countries worldwide. In addition to solutions for the restaurant industry, PAR products are improving the customer experience in retail, including the cruise, hotel, casino and entertainment industries. For more information visit the Company's Web site at www.partech.com.