



NCR ALOHA RESTAURANT GUARD ADDS NEW LEVEL OF OPERATIONAL INTELLIGENCE AND SECURITY AT BREAD WINNERS CAFÉ and BAKERY



An NCR Case Study

"The results from NCR Aloha Restaurant Guard were immediate and surprising. Being able to focus on my operations without worrying that money is literally walking out the door – that's priceless."

Jim Hughes

Owner, Bread Winner Cafe & Bakery

The customer

With deep roots in the Dallas restaurant scene, Bread Winners Café & Bakery has been a local favorite for more than 15 years. Tasty bistro fare, gourmet coffees and an on-site bakery creating more than 100 varieties of cakes, pies and cookies combine to create a dining experience that keeps patrons loyal. In addition to being featured in Food & Wine magazine, Bread Winners has won numerous local awards including "Best Brunch" from the Dallas Observer. In early 2009, this highly successful operator began to explore ways to raise the level of operational intelligence and security to match an already exceptional guest experience. Through the implementation of NCR Aloha Restaurant Guard, Bread Winners has been able to dramatically improve operational visibility and control without additional burdens to on-site management.

The challenge

Jim Hughes, the owner of Bread Winners, realized that server theft had become an unfortunate reality in his three restaurants. "All restaurant operators know some level of theft occurs, but understanding the magnitude and identifying which staff are involved requires analyzing data that's difficult to get and time consuming," notes Hughes. This means servers are often free to systematically drain profitability, flying beneath the radar and ultimately taking advantage of the operator who has placed their faith in them.

The solution

To address their transaction security concerns, Bread Winners turned to NCR Corporation, their point-of-sale software and hardware provider. NCR Aloha Restaurant Guard is a sophisticated tool that integrates seamlessly with their existing Aloha modules. This powerful solution performs a balance of proactive and reactive reporting which provide increased server visibility and encourages positive behavior. If a pattern of potentially fraudulent behavior is detected, a user-friendly alert that includes details of the suspicious transaction as well as a history of any similar behavior is automatically generated. There is no need to do further research, NCR Aloha Restaurant Guard presents actionable data and server history in an easily understood format.

The results

Since implementing NCR Aloha Restaurant Guard in January 2009, Bread Winners has seen remarkable results and been thoroughly impressed with the powerful and easily generated detailed-level reports necessary to track fraudulent activity and protect a restaurant's bottom line profits. "Within days of activation we knew we had an effective theft deterrent. I was shocked when I saw the results which identified several long time employees engaging in suspicious activity," said Jim Hughes, owner of Bread Winners. Not only can Bread Winners now determine how and where profits are being lost, but they can also identify their star performers and the behaviors that lead to success. Implementing an effective theft deterrent has increased bottom line profits and reduced suspicious behavior across the restaurant's operations. "The results from NCR Aloha Restaurant Guard were immediate and surprising. Being able to focus on my operations without worrying that money is literally walking out the door – that's priceless."

Key Highlights

Location: 4 locations in Texas

NCR Aloha Technology Solution:

- Aloha Restaurant Guard
- Aloha Table Service POS
- Aloha Insight
- Aloha Command Center
- NCR P1520 hardware

Partner: TCR

Benefits:

- Non-alcoholic beverage sales are up 5% across all sites, resulting in an annual profit increase of more than \$50,000.
- The system acts as a powerful ongoing theft deterrent. Instances of suspicious behavior have dropped dramatically and remain low.



NCR Corporation
3097 Satellite Boulevard
Duluth, Georgia 30096
USA

www.ncr.com