



Back Yard Burgers

An NCR Case Study



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– Shane Sanford: IT manager, Back Yard Burgers

The customer

Back Yard Burgers was founded in 1987 in Cleveland, Miss. after grocery store owner Lattimore Michael created a well-received delicious homemade burger. Back Yard Burgers, a privately-held company, operates with 120 restaurants across the Southeast. Back Yard Burgers continues to focus on specializing in high-quality burgers and chicken sandwiches served right off the grill.

The challenge

With 120 restaurants to support, Back Yard Burgers began to face various IT issues including pricing management and menu changes. As the company continued to grow, the manual process of inputting data was no longer efficient and was very time consuming. Back Yard Burgers needed a centralized site management application that would increase control of data and allow them to distribute data more efficiently.

The solution

As an existing customer of NCR, Back Yard Burgers explored the idea of implementing NCR Aloha Configuration Center, an application that was designed to compliment its existing systems management application within the NCR Aloha solution. Back Yard Burgers rolled out the solution over the course of two months. “We would not have done the migration without NCR Aloha Configuration Center,” says Shane Sanford, IT manager at Back Yard Burgers. “The key is setting up the database upfront. This alleviates workload on the back end and makes ongoing efforts efficient and overall management easier.” NCR Aloha Configuration Center is centralized and was designed with versatility to provide the user with the ability to look at other stores’ configuration with a global log-in while sitting in the back office.

The results

"The benefits are obvious when using a centralizing technology such as NCR Aloha Configuration Center," says Sanford. "We've found that NCR Aloha Configuration Center has been easy to use and manage and has provided significant labor savings for us as a multi-site restaurant operation. Our operations staff rapidly adopted the application and has had little to no issues." Back Yard Burgers was able to cut time spent managing sites down to approximately the same workload as managing one site without a centralized database.

Key Highlights

Location: Nashville, Tennessee

NCR Aloha Technology Solution:

- NCR (Radiant) P1220 Hardware Terminals
- Site and Systems Management Applications
- Kitchen Display System

Benefits:

- Centralized site management system
- Gained labor savings and support costs
- Experienced virtually no direct impact to operations
- Efficiently managed application configuration data



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