



Keeping an Eye on the Business

PAR Technologies Help Hardee's Operator Manage Restaurant from Afar

When Dr. Jonpaul Leskie had the opportunity to buy seven Hardee's restaurants in Florida and Alabama in 2005, he didn't hesitate. Although Leskie lives in Georgia and travels around the globe in his role as a consultant, he knew that with the right technology he would have no problems managing his restaurants remotely.

Leskie's first order of business was putting his Ph.D. in computer science and 30 years of experience in the technology industry to work for his new restaurants. He knew he would need to be able to monitor his stores remotely, from financials and inventory to menu trends and daily reports. And



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he was looking for an integrated solution that provided all the necessary functionality for site and enterprise operations. After a thorough evaluation of corporate-approved point-of-sale (POS) and above-store sales systems, Leskie chose software and hardware from PAR.

“Traveling frequently as a technology consultant, I need to be able to access and manage my business without being at the restaurants,” explains Leskie. “Other software and hardware solutions covered some of my needs, but PAR was all encompassing.”

Today, Leskie and the employees at his seven Hardee's have the latest tools to increase customer satisfaction and improve productivity.

PAR's InFusion™ software suite comprises four applications providing a comprehensive, enterprise-enabled approach to restaurant management and offering Leskie a better view into his restaurant operations. The InTouch™ POS application includes advanced features to increase speed and accuracy at point of service while improving cash controls. InSynch™ enables centralized, Web-based management of the POS, updating pricing, promotions, menus and items across all stores or for specific groups of stores. The InForm™ back office streamlines management of labor and inventory, while InQuire™ above-store reporting delivers key performance indicators across the enterprise.

A favorite feature from InQuire is the Executive Dashboard, which gives a quick overview of sales, labor costs, inventory and other figures. This robust tool has provided the highest return on Leskie's investment.

The software is integral to how Leskie runs his restaurants. For example, when his district operations manager resigned, he regretted the loss of an experienced person in this pivotal role but realized that the PAR solution would help him transition a new manager into the job. Working remotely with the new manager to analyze operations metrics and reports from the web-based InQuire application has provided an effective introduction to the business.

PAR's ViGo™ POS terminals are also deployed in Leskie's stores. The

ViGo integrates all required peripheral devices into a single package to reduce counter clutter and offers one of the industry's longest mean time between failure rates. According to Leskie, one of the greatest benefits of the PAR solution is the service he receives in the rare instances when a problem with hardware or software arises.



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“Employees are highly motivated to provide a quality product and ensure customer satisfaction, thanks to having the latest and greatest technology,” notes Leskie. “If ever there is a problem with InFusion or ViGo, the PAR help desk is very responsive and to date, PAR has met all response times when there were outages, further ensuring the ability for my workers to do an excellent job.”

Unlike many other technology companies, PAR offers support direct from its own 425 service employees. The company supports more than 20,000 sites in the U.S.—and additional sites around the world—with a round-the-clock call center and field service technicians that can be on-site in most areas of the United States in less than four hours.

While PAR provides the service Leskie needs to keep his restaurants up and running, PAR technologies have enabled his restaurants to deliver the kind of superior business performance that gets noticed. In 2007, Leskie was awarded Franchisee of the Year (in the six- to 20-unit category) for 2006 operations by Hardee's Food Systems, Inc., which viewed him as a leader in using technology to improve business.

As a technologist, Leskie is always looking to improve customer and employee satisfaction, and the bottom line by exploiting and integrating emerging technologies. Leskie remarks, “PAR's R&D is very receptive in working with me on building interfaces to third-party technologies such as kiosks, drive-thru timers, and security systems, which I view as a strategic value-add to my business.”



What Our Customers Are Saying About Apigent Solutions

What Our Partners Are Saying About Apigent Solutions

"We anticipate seeing a 1% profit margin improvement through tighter overall control and proactive cost control management after the installation of ZEOM.net™. ZEOM.net's real-time reports, alerts and video will allow our store operations to be more closely monitored so we can have a better handle on what's happening at each location."

President, Taco Bell franchise

"Apigent is an example of a real live application service provider doing real live business applications that make a difference to the bottom line. Their application not only has substance and beef on the bone, but it has some sizzle as well. What makes it appealing to a retailer is being able to get near real-time management of their store operations where they can actually make decisions on the spot that actually influence and impact how the rest of the store performance might be for the rest of the day in terms of labor, scheduling and other things. It's taking some solid technologies and applying them in real business case management kinds of scenarios that really make a difference to the bottom line at the end of the day."

*Group Manager, Worldwide Market Development,
Sun Microsystems*

"If something's out of whack, I know it immediately."

Owner, Sonic franchise

"The combination of Apigent's solutions and IBM's support and technology provides Apigent's customers with valuable tools that will help their businesses."

Vice President, IBM

"ZEOM.net will provide El Pollo Loco's area leaders more time to focus on essential business operations. With ZEOM.net, our leaders will have the information they need to make informed decisions that will immediately impact profitability and productivity."

Chief Financial Officer, El Pollo Loco

"We are very selective about the companies we partner with, and Apigent demonstrated a high degree of technological innovation and sophistication which make them extremely well suited to the partnership."

Executive Vice President, Lawson Software

"The gold standard, in terms of speed of service, for Burger King is about two minutes, thirty seconds. Prior to installing ZEOM.net's speed of service feature in April we were at approximately two minutes, forty-eight seconds. In a four-week period we've shaved about four seconds off that, and expect to get to about two minutes, twenty seconds in the next four to six weeks."

Store Manager, Burger King franchise

"In our channel partner program, we seek the most forward-thinking companies that are leaders in their respective market areas. Apigent is a sound ASP company that provides a reliable, quality solution to its customers."

Vice President, Intel

"You are going to get a cleaner store, people in uniform, people doing the things they're supposed to do, because they really don't know when the offsite manager or operator may be looking at them, or the district manager, CEO or chair of the organization. ZEOM.net allows you to keep your fingers on the pulse of the business even when you can't visit a location daily."

Owner, Sonic franchise

Apigent
Solutions