

PAR EverServ™ Series 6000 POS, Latest PAR POS Solution, Significantly Speeds Service for Pizza Hut Franchisee

Speed is paramount in the restaurant environment, and operators prize any technology that can shave seconds off of the multiple processes that go into serving hot, fresh food to customers. This explains the excitement at Michigan Pizza Hut, where a new PAR point-of-sale combination has noticeably increased service speed without sacrificing order accuracy.

The 46-store Pizza Hut franchisee is using PAR EverServ™ Series 6000 POS terminals, in combination with the PAR InFusion™ software, at a high-volume restaurant located in its headquarters city of St. Joseph, MI. Michigan Pizza Hut uses PAR technology chainwide. The new solution, which represents the latest evolution of PAR's POS technology, offers multiple benefits, chief among them speed, flexibility, serviceability and stability.

Michigan Pizza Hut has seen a significant increase in speed of service thanks to the EverServ Series 6000's Intel® Core Duo processor. "These terminals run significantly faster than older equipment, allowing our people to do everything from take orders faster to process credit cards more quickly," says Rob Spurlock, POS Systems Administrator at Michigan Pizza Hut. To satisfy varying operational needs, PAR also offers Intel's Core 2 Duo and Celeron M processors for the EverServ Series 6000.

"On the POS 4 technology that these replaced, servers would be waiting for a 'new order' screen, typing in their name, and then waiting for a 'menu' screen," says Spurlock. "But on these terminals, they're not waiting for anything- it's quick transitions to every screen. The employees are very grateful that they have the new equipment, because it's much faster."

He explains that the EverServ Series 6000's impressively faster performance compared to the POS 4 technology can be attributed to the new terminal's hardware platform, since both the POS 4 and the EverServ Series 6000 are running the same software version. Spurlock adds that another advantage of the EverServ Series 6000 is that despite its increased speed, it consumes half the power of the POS 4, contributing to a lower total cost of ownership.

Terminals Designed for Multiple Placements in Restaurant

The restaurant's management also appreciates the new PAR solution's flexibility. The EverServ Series 6000 is designed with its motherboard located behind the touchscreen, allowing the panel portion to operate independently from its pedestal mount. Operators can therefore place the EverServ Series 6000 terminals virtually anywhere, maximizing their available space and improving overall efficiency. The stand alone panel can also be used for digital signage and as a customer-facing kiosk.



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POS Systems
Administrator
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At Michigan Pizza Hut, the terminals have been placed on counter pedestals for the early adoption period, but the St. Joseph store's manager would like to wall-mount them, both for ergonomic reasons and to save counter space at the server station and order-taking areas.

While the EverServ Series 6000 terminals can work alone, they also integrate seamlessly with a variety of peripheral hardware. The EverServ Series 6000 terminals at the St. Joseph store work with serial printers, parallel printers and cash drawers, and Spurlock reports complete system compatibility. Michigan Pizza Hut is also making use of the new terminal's 4 line by 20 character customer display, which increases order accuracy and improves customer service by displaying orders and totals to customers.

The EverServ Series 6000 terminals are both easy to use and easy to service. When Spurlock needed to check on an issue, he reports that it was simple for him to access the unit's interior. He also praises the fact that the terminal has minimal cabling, which reduces counter clutter and potential problems.

PAR Software Solutions Simplify Chain's Operations and Analytics

The team at Michigan Pizza Hut believes in the power of technology to save time and simplify operations. A relatively small IT staff, consisting of Spurlock and a network administrator, handles technology for 46 restaurants spread throughout the state of Michigan. Spurlock uses the enterprise application of PAR's InFusion software to centralize tasks such as menu changes. "Pushing menus down to the restaurants works beautifully," he says. "They don't do any menu maintenance at the restaurant itself—it's all done at the above-store level."

He is equally enthusiastic about PAR's latest technology, the PAR EverServ™ Series 6000 POS terminal. In fact, he'd like to spread the productivity improvements he's seen in the St. Joseph store throughout the Michigan Pizza Hut chain.

His emphasis on technology and its capabilities is one of the reasons Spurlock likes using PAR's products and partnering with the company. "People are often surprised to see how technical we are at Michigan Pizza Hut," Spurlock explains. "We have T-1 lines in every restaurant, and we're moving into Voice over IP (VOIP). We have our own data warehouse with all the POS data from every restaurant. We poll them every night, and every morning the managers and the operations people can log in and look at their sales reports, their schedules, everything."

PAR's ability to help Spurlock realize his technological ambitions has made him a fan of the company. "The PAR system had all the tools built in—in fact, they have a beautiful exporter built in that allows us to export our data on the fly," he explains. "That was the most appealing thing to us—that we can get in and do all that data work ourselves."

"With all the infrastructure we have built around PAR's technology, it is safe to say we will be a close partners for years to come," Spurlock adds.



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