Challenge:

The Habitat for Humanity affiliate in Lexington, KY recently looked to technology to optimize its ReStore operations by improving productivity to support exponential growth and, most importantly, maximize its contributions to support the organization’s mission. The team in Lexington was struggling to keep up with the volume of donations coming into its store. “We have an incredibly generous donor base, and they were bringing us more items than we could process, price and get out on the floor in a timely manner. Consequently, we were experiencing a big backlog in our receiving areas,” said Jim Kreiner, ReStore Director for Lexington Habitat for Humanity. “In addition, it was difficult to standardize processes across all of our volunteers when it came to evaluating products, establishing a price, discounting and so on. We needed a more sophisticated approach to running our business.”

Solution:

After evaluating systems other Habitat ReStores use, as well as systems used by other non-profit leaders in the retail space, such as Goodwill Industries, Lexington Habitat decided on the UnifyPOS Point of Sale solution from Progress application partner Osprey Retail Systems Inc., running on PAR EverServ 500 Terminals. Based on the Progress OpenEdge platform, UnifyPOS provides Lexington Habitat a completely automated approach to retail management, including pricing, discounting and sales, as well as real-time visibility into key business metrics.

In addition to the software, Kreiner says the EverServ 500 Terminals from PAR that employees use to interface with UnifyPOS have performed exceptionally well. Used by industry-leading organizations such as McDonald’s, YUM! Brands, Baskin Robbins and Subway, PAR’s terminals have a reputation for being durable, reliable and easy to use. “We chose PAR because of their reputation for being a rugged and reliable terminal. We have a very dusty environment, and I know what dust can do to PCs. We realized that if PAR terminals could survive a demanding environment like McDonald’s, they could survive ours, and that has turned out to be the case. We’ve had essentially zero downtime on all four of our PAR terminals this year,” said Kreiner. “They are incredibly volunteer-friendly, as well, which reduces errors and further improves productivity.”
When selecting a vendor, they were looking for a stable and experienced POS provider in Vietnam with local tax implementation experience.

In addition, the end user required around the clock after-sales support. This meant that delivery and installation had to be completed within 3 weeks from the signed contract. With these high standards, the project demanded a short turnaround time for the software that could work in a bar environment in Vietnam. However, the bar owners demanded superior global standards in product quality and performance. They require the best guest experience and highest quality with the lowest possible costs. This meant that the project also had to include all the equipment needed for a bar and restaurant, including POS systems.

Challenge:

Located on the top floor of Novotel Hotel, on bustling Bach Dang Street in the heart of the city, SKY36 is not only an ideal place to get a drink and relax, but also an elegant and modern bar. It is one of the most luxurious bars in Da Nang, with a modern sound and light system. At 166 meters high, SKY36 is currently the highest and most modern bar in Vietnam. It offers a panoramic view of Da Nang City but also offers views of the sea, Han River and mountain ranges. At night, tourists will see a sparkling and brilliant Da Nang thanks to street lights and decorative lights on the Dragon Bridge. In possession of spaces of stylish design along with fine food and drinks, SKY36 is quickly rising to the top of the social scene as the most luxury entertainment bar in Da Nang.

Recently opened in the summer of 2014, SKY36 is an eclectic mix of an interior design, that quickly rose to the top of the social scene as the nightclub atmosphere. They are incredibly volunteer-friendly, as well, which reduces errors and further improves productivity.” - Jim Kreiner, President of Lexington Habitat for Humanity.

Kreiner continued, “I estimate we are handling about 30 percent more donors, and doing so far more quickly and efficiently. We beat our net sales projection for December 2014 by 50 percent and expect to continue to see year-over-year sales growth in 2015.”

Lexington Habitat plans to expand the store in the near future, and at that time, Kreiner will take advantage of the UnifyPOS mobile application. “Like anybody else in the non-profit world, we handle a lot of different jobs and responsibilities,” he said. “I’m really supposed to be out, trying to get more donations in and building alliances in the community. It’s tough to do that if I’m at the store. Having access to mobile data will enable me to manage the store from the field.”

Solution Overview

- **POS Hardware:** PAR EverServ® 500
- **POS Software:** Osprey Unify POS®
- **Installation Services:** BMC, Inc
- **Maintenance Services:** BMC, Inc

Benefits:

After using UnifyPOS and Progress OpenEdge for just over a year, Kreiner said the changes to the business have been dramatic. Last year alone, the Lexington Habitat ReStore sold 250,000 items.

“We’ve gone from being swamped to having a defined process,” said Kreiner. “Our business has continued to grow and we are now able to keep up with ease with UnifyPOS and Progress OpenEdge on PAR terminals. In fact, we shattered our previous record for drop-off donations in a single day, and we had no problem processing those items.”

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