



Maitre'D®

Software that serves you better

"Maitre'D has proven many times that they are staffed with experts who can take an idea, develop an application that is meaningful and will help us better serve our customers (...)"

- Bill Lowe, President, The Restaurant Company

Arby's Franchisee Groups

The Restaurant Company, an Arby's franchisee, has been using the Maitre'D 2003 Edition in their restaurants for over a year. The Restaurant Company is located in Richmond Virginia and operates 5 of the top 10 Arby's restaurants in the USA. Moreover, their restaurant average unit volume is twice the average unit volume throughout the rest of the Arby's chain.

The Restaurant Company has successfully been streamlining their operations since the implementation of Maitre'D in all of their stores and the corporate office. Mr. Bill Lowe, President of The Restaurant Company explains: "We were looking for three key points in our search for new POS Technology, which were service and reliability, architecture that will allow us to grow, and flexibility. Maitre'D understood our operations and was able to meet all of our requirements. In addition, they developed an automated beef and chicken cooking program specifically for our operations, which analyzes roast beef and chicken sales in real time, calculates usage and projects cooking needs for management."



One of The Restaurant Company's largest stores in Richmond VA.

Altamira Corporation, another high volume Arby's franchisee, has been using Maitre'D for the past year to manage their 4 stores in California. Mr. McGuire, President of Altamira, states: "We looked at several different POS Systems prior to our purchase decision. We selected Maitre'D because it had the best features and offered many tools to maximize operational efficiency and control costs. Furthermore, our local Maitre'D vendor had the knowledge and experience required to provide the highest level of service, which was one of our priorities."

The System

Altamira Corporation is using many features in the Maitre'D system, including: Maitre'D e-Global corporate solution, Accounting interface, Inventory Management, Time & Attendance and the CVM Kitchen Video Monitor System which is fully integrated with Maitre'D.

The Restaurant Company is also using Maitre'D e-Global, as well as Inventory, Time & Attendance, Biometric devices, Wireless Technology and Electronic Funds Transfer.

Well Established Goals

Both franchisees made an educated decision by outlining features that were important to them before they started to research a POS system in order to determine their specific operational requirements. These features included:

- A POS company operated by former restaurateurs and who understood the restaurant business
- Software that allows the use of different hardware platforms and that's easy to learn & use
- A system built on a platform with architecture that is solid and provides an avenue to take advantage of future technologies
- A company that is willing to develop and incorporate features that meet specific requirements and that may not be available on the current version

Arby's Franchisee Requirements

After researching POS systems for several years, The Restaurant Company found that Maitre'D was a good fit for their organization. Mr. Lowe explains: "Maitre'D was open to providing us with all of the features we needed and not lock us into an off the shelf package. They have a large research & development budget to continuously improve the product as evidenced in the upgrades that are released. The leadership has confirmed to us over the years that they are a company that places integrity on the top of the culture list. Maitre'D has proven many times that they are staffed with experts who can take an idea, develop an application that is meaningful and will help us better serve our customers and make our management and associates' jobs easier."

Mr. McGuire adds: "The e-Global Corporate Communication System is flexible and the daily data transfers save us a considerable amount of time at the corporate level. In addition to the standard communication functions that e-Global offers, we were looking for technology that would allow us to scan a Daily Manager Log that we have been using for years at the store level. e-Global gives us the ability to transfer the logs to the corporate office every night in addition to all of our sales information. Moreover, the Timekeeping feature in Maitre'D is helping us better understand and control our labor costs in all of our restaurants."

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