



## Aloha Command Center

## ALOHA COMMAND CENTER IMPROVES SITE SYSTEMS' SUPPORT AT NOODLES & COMPANY

Founded in 1995, Colorado-based Noodles & Company is the world's first quick-casual, globally inspired noodle restaurant. From healthy to indulgent and spicy to comforting, its menu features Asian, Mediterranean and American inspired noodle dishes, soups and salads.

Operating more than 210 corporate and franchise locations in 18 states across the U.S. and in support of its overall business strategy to leverage hosted applications, Noodles & Company began to explore ways that they could more effectively manage and support sites remotely.

### CHALLENGE

"Gaining the ability to support restaurants remotely and in a secure environment was a primary challenge we faced," explained David Lehn, vice president of information technology at Noodles & Company. "In today's restaurant environment, we need to ensure that all restaurants are maintaining PCI compliance. Implementing an above store tool that would help facilitate gaining tighter security and decrease the threat of exposure is vital to our operations."

Not only would a secure, intuitive above store application help improve operations, but it would mean one less moving part for the eight team members that manage all IT support.



- Gain the ability to support sites remotely
- Reduce compliance risks
- Resolve support cases faster



“... implementing an above store tool that helps to facilitate gaining tighter security and decreases the threat of exposure is vital to our operations.”

– David Lehn

VP of IT, Noodles & Company

# SOLUTION

As an existing customer of Radiant Systems' Aloha POS software and Radiant P1520 terminals, Noodles & Company piloted Aloha Command Center, a new dynamic support management application. This above-store application was designed to enable restaurant operators to provide unprecedented levels of service for their site systems by allowing them to monitor and interact with each server and terminal in real-time. The application's robust features coupled with Noodles & Company overall business strategy to leverage hosted solutions was a perfect fit. The implementation was completed within one week and required minimal effort by the Noodles & Company IT staff. "We live in a world where we shouldn't have to worry about the POS; we expect it to work just like a telephone works, with zero to limited interruption, and Aloha Command Center brings us one step closer to this goal," noted David Lehn.

- Aloha Command Center
- Aloha Quick Service POS
- Aloha Stored Value
- Radiant P1520 Hardware Terminals

- Benefits seen with labor and cost management.
- Pesky mechanics are a second thought.
- The application has reduced compliance risks with no burden to the IT staff.

# RESULTS

The installation of Aloha Command Center was virtually seamless to the restaurant support and operations teams and required minimal training efforts. Since implementing Aloha Command Center, Noodles & Company has gained the comfort and reassurance that their business is operating in a more secure environment. "When you are supporting a 200+ site restaurant operation, less is more. The need to un-clutter and streamline the back-of-house becomes critical to your business and Aloha Command Center has been the tool that has helped enable us to achieve this," said David Lehn. With Aloha Command Center, Noodles & Company has improved visibility into their stores and is able to understand and stay ahead of in-store terminal failures or other alert conditions so they can continue to operate and serve customers with limited interruption.



FOR MORE INFORMATION, PLEASE VISIT US AT [WWW.RADIANTSYSTEMS.COM](http://WWW.RADIANTSYSTEMS.COM) OR CONTACT US AT 877.794.RADS (7237)

NORTH AMERICA • SOUTH AMERICA • EUROPE • AFRICA • ASIA • AUSTRALIA