



ALOHA RESTAURANT GUARD CASE STUDY

Sahm's Indianapolis, IN



LOCATION

Indianapolis, IN

TECHNOLOGY SOLUTION

- Aloha Table Service POS
- Aloha Restaurant Guard
- Radiant POS Hardware Terminals

PARTNER

Midwest POS

BENEFITS

- Confirmed suspicions of fraudulent activity after just one report
- After implementing Aloha Restaurant Guard, Sahm's forecasts a \$10,000-\$12,000 lift in annual revenue
- Valuable management decision tool that provides a fresh look on efficiencies and loss prevention

"Aloha Restaurant Guard is more than a theft deterrent solution. It has changed our employees' mindset," says McAnally. "It has become a valuable management decision tool that's given me better ideas as to how to stop theft now and in the future"

-Rick McAnally
director of operations
Sahm's

Since 1986, Sahm's Restaurants has been one of the largest independent restaurant chains in the Indianapolis area, achieving over \$7 million in annual sales. Serving customers seven days a week and 362 days a year, Sahm's offers full service dining ranging from sit-down restaurants to café-style and catering operations within local office buildings. Known for fresh food served locally, Sahm's takes pride in maintaining the majority of its operations in-house with the goal of always providing value to every guest it serves.

CHALLENGE

With more than 120 servers, Sahm's director of operations, Rick McAnally, had suspicions that employee theft was occurring in his restaurants, but he lacked the resources or the time to breakdown and analyze the back-of-house data necessary to prove it. McAnally was eager to uncover specific concerns of theft in the café units where the level of trust that must be established with just one employee is considered to be too high of a risk. "We are in an economy where everybody is looking inward for additional ways to drive revenue, and we determined we needed to explore a tighter loss prevention tool," states McAnally.

SOLUTION

Sahm's wanted a back office tool that could help managers think outside of the box and explore how profits might be lost beyond labor and inventory costs. An existing customer of Aloha POS, McAnally's Aloha dealer, Midwest POS, contacted him to introduce a new loss prevention application, called Aloha Restaurant Guard. The application monitors and analyzes a site's transaction data on a daily basis and identifies potential employee theft by finding known scam patterns and statistical variances. With his already looming suspicions of employee theft, McAnally decided to run preliminary reports on all restaurants to understand if theft was indeed occurring at Sahm's. The preliminary reports confirmed that theft was a problem.

RESULTS

After implementing Aloha Restaurant Guard, Sahm's forecasts a \$10,000-\$12,000 lift in annual revenue. In addition, McAnally has gone into all restaurants and removed the ability for servers to discount checks on their own. "Aloha Restaurant Guard is more than a theft deterrent solution. It has changed our employees' mindset," says McAnally. "It has become a valuable management decision tool that's given me better ideas as to how to stop theft now and in the future." Overall, while cost-of-goods sold are remaining constant, Sahm's has seen an increase in sales because now, it is actually capturing all restaurant profits



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