

Client Success Story: Delta Sonic



“Consistency is the key factor of POS Manager. You know what you are sending to your registers at all times; there is no guessing.”

Mike Jones, Field Support Manager,
Delta Sonic

“Profiles are very nice. We have profiles set up to use when we have broken hardware. All that we need to do is replace the hardware and generate the profile to the register for the new hardware in place.”

Mike Jones, Field Support Manager,
Delta Sonic

“For us the cost of POS Manager was minimal and the benefit that we got in the long run really beat out the upfront labor of setting up configurations in POS Manager.”

Chris Boebel, Director of IT,
Delta Sonic

Company Overview: Delta Sonic

Delta Sonic (<http://www.deltasoniccarwash.com>) is headquartered in Buffalo, New York, and operates a chain of 28 car wash locations; 27 of which are also convenience stores. A Pinnacle client since 2001, Delta Sonic utilizes an enterprise-wide suite of Pinnacle applications including Palm POS, Palm.kiosk, Manager Workstation, Auditor, POS Manager, Price Book and Fuel Smart.

Business Problem

Configuring Palm POS was time consuming and with all of the different tables and configurations, many mistakes can be made especially if the person configuring the register is not familiar with the Palm structure.

Making board changes was difficult and time consuming, requiring a large amount of manual processes. So rather than having to make those changes, about 95 boards were created and existed at all registers in all store locations, whether the boards were needed or not. With this many boards residing on the registers, starting up and processing normal POS transactions became very time consuming and was a burden on the system, not to mention the support staff.

While hardware configuration changes can be made directly on the register and does work, those manual changes can present problems. For example, in situations like a hardware failure at the store and someone makes the change directly to the register, others within the company who need to know that are not aware of the failure, leading to other problems down the road.

Objectives

Reduce setup and maintenance complexity. Reduce setup and maintenance time, as well as processing time while having consistency throughout all POS systems.

The Solution: POS Manager

Delta Sonic selected POS Manager to reduce the amount of time to configure each individual register and to remove the complexities associated with having to maintain those register configurations. In addition, they wanted to be able to make board changes that impacted only certain stores rather than making wide-spread changes to all stores. In implementing POS Manager, Delta Sonic spent some time in reorganizing and planning the desired board layouts and register configurations, and has since seen the benefits of doing so.

The Results

- Time reduction in setting up POS systems
- Consistency across registers
- Flexibility in determining which registers and stores get which boards and configurations
- Boards and buttons are extremely easy to setup resulting in a huge time reduction.
- Reduction in boards existing at each register. Registers now only have the boards that are required.
- Minimizes risk of configuration errors.
- Profiles eliminate the need to create configurations for each store and all store registers. They allow for much more flexible configurations.
- As a result of setting up configurations in POS Manager, the POS system configurations including boards were cleaned up giving each system a fresh set of configurations.