

# Compeat and POSitouch: Customer Case Study

Commander's Palace reports flawless integration between their POSitouch POS and Compeat software

Since 1880, **Commander's Palace** has been a New Orleans landmark known for the award-winning quality of its food and outstanding service. Today, Commander's is not only a New Orleans staple but also one of the most recognizable restaurants in the nation. Since 2002, Commander's has been utilizing Compeat Advantage for their back office and accounting, and POSitouch for their POS system. Commander's reports a "flawless integration" between **POSitouch and Compeat**. This interview with Commander's CFO Arlene Nesser describes their experience:



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## You are using two restaurant system companies: POSitouch for POS and Compeat for back office and accounting. How is it going?

**Arlene Nesser:** Compeat offers a one-stop-shop when it comes to back office, accounting, and payroll. This allows us to use only one other software to run our restaurants: POSitouch POS. The integration is extremely seamless. Crescent Business Machines, provides excellent service in New Orleans. We're confident we're using excellent products for both the restaurant's point-of-sale system and for our back office accounting.

## Are you getting all the information you need from your POSitouch system into Compeat? Are you experiencing reliable communication?

**AN:** Flawless integration between a back office/accounting system and a POS system is critical in any restaurant. Compeat's interfaces are very user friendly and enable us to obtain accurate daily data from POSitouch and to easily modify when needed.

## Is Compeat making it easier for you to audit your POSitouch POS financial information and post it directly to accounting?

**AN:** There is very little manual work in posting our financial information into accounting - most of our manual intervention is due to areas that are specific to our restaurants. Compeat polls the information from POSitouch automatically. We can then view the information and post directly to accounting. For control purposes, we agree the totals in Compeat every period to POSitouch. The numbers have never failed to match up.

## What did you do prior to Compeat for back office and accounting and what did you like or dislike about it?

**AN:** Prior to Compeat, we used a customized AS/400 system with non-PC terminals. These terminals were extremely outdated and the software was not Y2K compliant. We began looking for a different software solution and, after finding a temporary solution involving leased software, we found Compeat.



“ We can drill down on virtually anything to quickly get the info we’re looking for. *This is a huge time saver in our daily operations.* ”



### Why did you choose Compeat over the competition?

**AN:** We researched Compeat along with three other accounting software products. Compeat was the only solution that was restaurant specific and that included a robust back office component with an inventory module that was included with the software package. We knew this would benefit us and increase the chances of getting our needs met. We implemented Compeat in May 2002.

### Since implementing Compeat, have food, beverage, or labor costs reduced?

**AN:** We have an award winning wine list at Commander’s Palace and a wine inventory that is over one million dollars at cost, so it is crucial for us to be able to manage it properly. The Compeat perpetual inventory system provides the tools to manage not only our wine profitability, but also simplify the ordering process and manage waste and shrinkage. This has been a cost saver.

### Has Compeat allowed you to save time in daily restaurant operations?

**AN:** Absolutely! All of our data is automatically polled over from POSitouch to Compeat. Using the eXcellent Financial functions, we have developed spreadsheets that our restaurant managers can access to review their spending throughout the period. Once the sales and invoice data is in Compeat, we can drill down on virtually anything and quickly get the information we’re looking for. This is a huge time saver in our daily operations.

### Has Compeat allowed you to save time in daily accounting operations?

**AN:** We’ve been able to improve our daily accounting operations immensely with Compeat’s scanning feature. Prior to this, we spent a lot of money on office supplies and storage, and our accountants spent a lot of time sorting through invoices and filing. Now we simply scan all invoices into Compeat. Anybody who would like to pull an invoice can simply do so from their computer.

### Are there any other benefits you’ve gained from using Compeat?

**AN:** We’ve been able to reduce our administrative expenses and increase efficiency by switching from our third party payroll processor to Compeat Payroll. We’ve utilized two or three different outside payroll software providers. It became obvious that most of the complexity of restaurant payroll is involved in compiling accurate data. The services were taking our data and putting it on forms and handling the issuance of checks or direct deposit and, of course, filing quarterly and annual returns. When we brought our payroll in-house with Compeat, the additional labor costs incurred to prepare the quarterly and annual returns were minimal compared to the cost savings. We brought our payroll in-house via Compeat in 2009 and we are very happy we made the switch.