Compeat and MICROS POS: Customer Case Study

Cooper's Hawk Winery & Restaurant leverages MICROS and Compeat software to efficiently run operations

Cooper's Hawk Winery and Restaurant opened in 2005 with a unique concept – to create a signature menu with a selection of dishes designed to pair perfectly with their own Cooper's Hawk wines. Today, Cooper's has thirteen restaurants and reports "nearly perfect" communication between their MICROS point-of-sale and Compeat Advantage systems. This interview with Cooper's Business Intelligence Manager, Michael Kaler, describes their experience.

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You are using two restaurant system companies: Micros for POS and Compeat for back office and accounting. How is that working?

Michael Kaler: By using two specialty companies, we are able to utilize the highest performing software for each given function. The integrated solution that MICROS provides for POS, Kitchen Display, and Table Management provides a cohesion within the restaurant. Compeat's integrated inventory management, accounting, and reporting provide a one-stop-shop for back office both in the restaurants and in the Restaurant Support Center (corporate offices.)

Are you getting all the information you need from Micros system into Compeat and receiving reliable communication?

MK: Using the polling services provided by Compeat allows us to get 100% of our financial data out of MICROS, as well as 100% of our sales mix information. We are currently still reliant on MICROS for all levels of check detail, for review of any type of employee level performance, and fraud auditing. Communications have been near perfect for the seven years we've been with Compeat.

Is Compeat making it easier for you to audit your Micros info and post it directly to accounting?

MK: Through use of the Daily Sales Report, we are able to

review information from our thirteen different MICROS servers from one central location. All posting can be completed simultaneously through the batch posting process.

What did you do prior to Compeat for back office and accounting?

MK: We used QuickBooks and Excel to run the company. With Excel, you have no controls placed over data outside of what you apply, and those rules can be broken at any time. QuickBooks — while a great accounting system — is not integrated into any other systems, and as such makes running the business a more manual process.

Why did you choose Compeat over the competition?

MK: The convenience of having all back office and accounting functions combined into one system. This allowed us to avoid having an inventory management system and a separate accounting system that would need to have data flowing back and forth through other means. Compeat is a self-contained holistic approach.

Has Compeat allowed you to increase control over your daily operations?

MK: Through the use of Compeat's built in reports and our custom designed reports in eXcellent Financials, we are able to review restaurant performance first thing in the morning the following business day. With this increased insight, we can immediately respond to changes in patterns and adjust for the next day's business.

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