

CITY BARBEQUE FIRES UP PROCESS AND COMPLIANCE CONTROL

Within minutes of installing Decision Logic's Intelligent Compliance Monitoring module, City Barbeque discovered three POS systems in its network of stores were about to crash—a nightmare every restaurant operator dreads. Using Decision Logic restaurant-specific managed services, City Barbeque instantly gained the mouthwatering ability to identify PCI risks before stores know they have problems.

SITUATION

City Barbeque supports two franchise stores and manages 19 corporate-owned barbecue-from-scratch restaurants across Ohio, Indiana and Kentucky. With no companywide network and a one-person IT department, company stores were responsible for keeping on top of impending POS and PCI compliance problems, plus keeping software up-to-date. According to Andrew Halsell, IT manager, even though the company has a fairly simple IT setup, inconsistency of software and equipment in the stores and unmonitored systems were a constant worry from a compliance perspective. "Every store was its own island," Halsell says. "We constantly risked POS breakdowns, and were looking at significant travel costs to fix problems. Our choice was to build a large IT infrastructure or find a workable cloud-based option."

SOLUTION

CFO Dave Conley learned of Decision Logic at a restaurant expo. He was impressed by the integrity of the company's secure, colocated facility and enduring reputation for customer support and data availability. He liked Decision

Logic's deep understanding of the serious day-to-day challenges restaurants face, including PCI penalties and reputation loss caused by security breaches.

The Intelligent Compliance Monitoring managed services module from Decision Logic is cost-effectively set up and supported by expert Decision Logic personnel. Managing it requires minimal in-house personnel, while providing maximum visibility and control. Features include security controls and auditing, POS operating system patch management, password controls and auditing, and third-party software integration.

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With Intelligent Compliance Monitoring, Halsell monitors City Barbeque's back-of-house servers via desktop reports and custom alerts in a simple at-a-glance dashboard. The alerts provide details of what's not working and ideas to fix it.

The compliance system is supported by two other Decision Logic modules: Cloud Service and Remote Access Plus. Through Remote Access Plus, Halsell obtains real-time diagnostic information for multiple systems across his network. The Plus module includes patch management and an IT ticketing system, with a specialized Client Communicator and NOC Support.

The company installed Cloud Service as a cost-effective, easily scalable alternative to an in-house network. The service, which offers consistent software and automatic backup and updates, was so successful for City Barbeque, Decision Logic added space to accommodate twice as many users as planned.

In addition to providing central network capabilities, Cloud Service also gives City Barbeque a continually monitored, secure environment for remote access and POS data management. Faulty technology is no longer a threat to the integrity of City Barbeque's PCI compliance standing.

RESULTS

The Decision Logic modules have given Halsell and City Barbeque secure, reliable, smoothly integrated tools for better communication, efficiency and problem resolution—with extreme cost effectiveness.

“Decision Logic handles updates, monitoring and the physical server so we can focus on other things,” Halsell said. “Best of all, it’s not an out-of-the-box solution. Decision Logic really works with you to understand your operation and shows you how to use modules to do exactly what you need.”

He points to Decision Logic's proactive support team as a critical benefit. “They don't wait for you to come to them with problems. They are like an extension of your company, because they have that much at stake in helping you succeed.”

Decision Logic's base platform helps improve operation processes. With the increased features Decision Logic has proven success in helping businesses improve operational consistency, decrease waste, and increase quality, all while saving time and money. Call us for implementation. We will do the same for you.

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