



Maitre'D®

Software that serves you better

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- Dale Gann, Information Systems Engineer for Bernie's

Bernie's Coffee & Tea

Since it was founded in 1980, Bernie's Coffee & Tea Company has become one of the largest privately held specialty coffee and tea retailers in the U.S.A (with over 100 company-owned and franchised restaurant locations.)

Benefits for Bernie's

Since the implementation, Bernie's has gained improved control over two of its main inventory items which has reduced the operating cost of Bernie's Coffee by more than 15 percent. Dale Gann, Information Systems engineer for Bernie's states. "The Maitre'D system has given the individual managers the ability to see into each store – they can now make financial decisions based on accurate and complete numbers."

Another major impact Maitre'D has had on Bernie's is the reduction of its labor costs. Gann says, "Ninety-nine percent of our stores are open from 8:00 a.m. until 9:00 p.m., so labor is a significant cost of doing business. Having the ability to view daily trends has changed the way our managers schedule, from using a 'gut feeling' to having real numbers to go by."

Furthermore, Bernie's has seen a decrease in downtime throughout the stores using Maitre'D. "Overall, the amount of downtime we experience is 100 percent improved." Gann states, and adds, "Having the Maitre'D POS operate in a standard Windows environment makes this system considerably easier to manage with PC Anywhere, VNC or any of the other remote desktop solutions available. The Maitre'D application is incredibly stable and robust."

With all of the exciting changes Bernie's has been going through and continues to face, Gann notes that the company set itself in the right direction back in 2002 by choosing Maitre'D as its POS provider. "We are certainly operating more efficiently now than we were a few years ago. Having a POS that allows for better financial decisions is paramount to making a profit in today's market."

The System

Bernie's wanted a turnkey solution for the company's additional specifications including : inventory control; scheduled downloads; and increased and detailed reporting.

