

CASE STUDY



Volanté Enterprise™ Grabs a Slice of the Pizza POS Software Pie

"I know Pizza, not technology. But making pizza does require mathematics and thanks to Volanté Enterprise POS we're now able to track every ingredient and item so that we can run our organization more efficiently."

- Sam Primucci, Owner of Pizza Nova

Customer:
Pizza Nova

Website:
www.pizzanova.com

Industry:
Hospitality – Pizza:
Chain Store, Quick Service

Location:
Toronto, Ontario

Customer: Pizza Nova has been satisfying hungry appetites with authentic Italian cuisine since 1963. The 120-store chain takes pride in consistently exceeding their consumers' expectations, ensuring that they deliver quality each and every time. Pizza Nova's maxim for maintaining high quality is simple: always use the best fresh ingredients.

Challenge: Pizza Nova was using an older in-house developed system and realized that it was limiting their ability to increase profits, improve operating efficiency, and streamline communications between the various stores and head office. They were looking for a partner that could provide thought leadership and work collaboratively with them.

Underpinning the business fit was a requirement to leverage a comprehensive "quick serve oriented", hospitality solution system that offered robust functionality, yet was flexible enough to be tailored to address their unique needs.

Solution: Pizza Nova purchased Volanté's "end-to-end" Linux-based Enterprise POS solution that was interfaced to their central dispatch call center. Management also wanted to take advantage of Volanté's driver clock-in delivery assignment and tracking system for each store and this was also integrated into the solution.



SPC 2500

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"We were very interested in the cost savings that Linux offers. Our staff (especially the cashiers) find Volanté very intuitive and easy to use and the menu management features are second to none."

- Merrilee Stoll, Director of Information Technology



MORE INFORMATION

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A number of specific Pizza Nova store level and head office requests were designed into the robust Volanté Enterprise POS solution, including:

- Interfacing to the central commissary and developing a store level management product ordering schedule.
- Central menu and item management updates and bi-monthly combo specials that are sent to each store "on demand" at the push of a button.

Results/Benefits:

- Significant cost savings offered by a "state of the art" point of sale system.
- Greatly improved data reporting and measurement helping Pizza Nova to monitor the items such as profitability, pricing, royalties and ingredients.

"We wanted to deal with a company that was enterprise-capable and responsive to our particular needs. Volanté fit the bill perfectly."

- Merrilee Stoll

- All sales and delivery transactions, and time and attendance reporting, be sent back to corporate head office "on demand".
- Volanté's pizza GUI was customized to take specific orders which included size, toppings, half toppings, quarter toppings and crust types along with the ability to take a customer order in any configuration and be sent to the kitchen automatically in "preparation order".
- Process automation:
 - Orders from the call centre are delivered instantly to the POS system at the restaurant.
 - Simplification of the order process and consistency of screens across all stores.
 - Improved driver tracking and delivery efficiency.
- Better and more consistent customer service.
- Improved inventory control.

