

Pioneer POS Help Pro-Tek Take Action in Gulf Coast

September 2012 – [Pro-Tek Integrations](#) has been in business since 2005, and in seven short years has already built a client base that rivals most of their competitors in the Gulf Coast region. Owned by war veterans William R. “Bo” Borchardt, Jr. and Johnny B. “Brad” Kosier, Pro-Tek Integrations specializes in the installation and maintenance of POS systems, audio/visual systems and video surveillance systems among many other capabilities. With such a recognized track record in such a short amount of time, the Gulf Coast Restaurant Group called upon Pro-Tek Integrations for their POS hardware and software updates across 6 of their Gulf Coast region restaurants.

The Gulf Coast Restaurant Group owns and operates 6 local restaurants (the 3 Half Shell Oyster House locations, Bob’s Burger Factory, and The Quarter Bar just to name a few) along the Mississippi Gulf Coast, and each required a complete POS system update. Each restaurant required 4-8 [Pioneer POS S-Line terminals with integrated Epson printer](#). The hardware specifications of the Pioneer POS systems were easily integrated with multiple handhelds as well as the [Action Systems, Inc.’s own Restaurant Manager POS](#) software, which Pro-Tek now uses for all installations at restaurant locations.

[Action Systems, Inc. \(ASI\)](#) the creators of Restaurant Manager POS software were easily integrated in to the durable Pioneer POS S-Line terminals. Restaurant Manager offers a total POS solution for the entire food service industry including fine dining, bars and nightclubs and ‘quick service’ operations. The Restaurant Manager software provides “alerts when potentially costly adjustments, deletes, voids, canceled transactions, no sales etc. occur with staff during transaction processing. New items can be quickly added, messages that need your staff’s attention are clearly highlighted in automatic making training as simple as possible. Whether servers are sending special instructions to the kitchen, selling gift certificates or splitting checks, Restaurant Manager’s clear and dynamic graphics ensure they do it right—quickly and efficiently.”

The [Pioneer S-Line’s](#) not only increased counter space, but combined with the ease of the Restaurant Manager software bundle; Pro-Tek was able to help enhance employee management and accurate order tracking. The technology upgrades allowed for more control across the entire systems and improving productivity and profitability with the [StealthTouch S-Line terminals](#). Now Gulf Coast restaurants can “print status reports, track daily specials that are available and integrate credit card processing” all from the same S-Line terminal. Brad Kosier, VP and CTO at Pro-Tek Integrations said that with the help of Silver Spring, MD based ASI, “having the printer built-in to the touchscreen gives the device a smaller foot print, the end-user only has to purchase 1 device as opposed to two, and replacement printers are less expensive than a full solution.”

Pro-Tek Integrations likes to be called a ‘one-stop-shop’ on the Gulf Coast who can provide anyone’s design, installation, programing, and monthly maintenance not only for POS, but for video surveillance, alarm systems and computer network needs as well. When asked how long the installation took for Pro-Tek to complete, the entire installation only was only 2 weeks for all six restaurants. “The Pioneer POS S-Line terminals went above and beyond what the Gulf Coast Restaurant was expecting with the Restaurant Manager software meeting every need of their entire POS system”, said Brad. Training was also relatively easy taking only 3-5 days depending on each establishment. Brad concluded that “when using Pioneer POS, the S-Line terminals are just less expensive with the built-in printer, increasing efficiency and ROI for our customers.”



Case Study

About Pioneer POS

[Pioneer POS Inc.](#) designs and manufactures a complete line of industry specific all in one computers, touch screen monitors, and kiosks. Founded in 1994 and based in California, Pioneer POS manufactures its solutions from start to finish in the USA which are deployed in Healthcare, Retail, Hospitality, and Gaming applications. Pioneer POS has built an exceptional reputation with its customers and reseller partners for superior flexibility and responsiveness to customer needs including short lead times, long product life cycles (minimum of 5 years), easy customization, and quick turn around. Pioneer POS sells through qualified technology resellers throughout the US and globally.

About Action Systems, Inc.

[Actions Systems Inc.](#) and their Restaurant Manager POS system has been setting the standard for easy to use, feature full point of sale systems since it was introduced by ASI in 1987. With integrated modules for table service, delivery, quick service, drive-thru and clubs, Restaurant Manager offers total solutions for the entire food service industry. Another words, Restaurant Manager can be easily tailored for use in any sort of business, from a four-star fine dining restaurant to a national pizza delivery chain. To learn more visit <http://www.rmpos.com>