Fresh off the Grill – XPIENT and Pioneer Serve it Up Right in 'Red Baton'

August 2014 – In Baton Rouge, Louisiana, or as the French like to say, the Red Stick of the South (or most recently the 'Red Baton' in certain circles), Back Yard Burgers improved their productivity and profitability instantly with the Pioneer POS Stealth-M5 and XPIENT Solutions XPRESS quick service software. Back Yard Burgers now has the "ability to take orders 'conversationally' which is a significant advantage of the XPRESS software. Our software has helped pioneer and innovate conversational ordering, and the software is highly configurable. This extremely intuitive approach means trainees often begin taking orders after a simple three minute orientation – meaning ROI on training alone can often justify investment right off the bat," said Greg Gower, Vice President and General Manager, XPRESS . Greg continued saying that, "orders are entered as the customers naturally give them, so there is no need for a specific flow or sequence in taking the order. This provides better order accuracy and less waste while increasing speed of service." XPIENT Solutions is the leading provider of comprehensive technology to the QSR and Fast Casual enterprise segment. Their "POS back office and cloud-based above store solution is scalable for deployment to the independent market, and for chain operations where extensive system customization is not required."

Started by Lattimore M. Michael in Cleveland, MS in 1987, Back Yard Burger has grown to over 100 locations primarily in the southern United States. Unlike many other fast food burger chains, customers are able to add whatever cheese and toppings they prefer and Back Yard brings their loyal customers food right to their table instead of having to wait at a counter. Back Yard Burgers also char-grills their 100% Black Angus beef burgers over an open flame as opposed to traditional flat top grills unlike many of their competitors in the same segment. Grilled chicken selections are also available, as well as salads, baked potatoes, and coleslaw, chili, and waffle fries; all easily selectable with the ease of use the XPRESS software offers on the M5. With its compact footprint, the Stealth-M5 takes up little counter space, and can easily be mounted on the wall or VESA pole. Additional features include WiFi wireless network, credit card, magnetic stripe, and biometric fingerprint readers, as well as integrated customer display, integrated barcode scanner, CD/DVD drive, privacy filter, and webcam. The M5 can also run as a thin client utilizing solid-state disk.

Paula Begnaud, the owner of the Baton Rouge Back Yard Burger location, said that she "had older POS hardware that needed to be replaced, and wanted a system that was robust and reliable, while being easy to configure and easy for our operators to use." When installed on the Pioneer POS M5, its versatile design allows it to be configured to meet any application requirements and budget Back Yard Burgers needed. Paula also went on to say that "Our lunch day part is where we need to service our customers as quickly and efficiently as possible in order to capture our peak volume sales. The XPIENT XPRESS solution has exceeded our expectations in this regard. The intuitive nature has made the ordering process a walk in the park for the younger staff (Millennials)." With XPIENT XPRESS software, Paula now has a full POS solution that includes KVS (kitchen video system), labor scheduling, and inventory control

thanks the XPIENT and the Stealth-M5. This bundled solution creates greater efficiencies in staging and deployment cycles.

Training on the ultra-user friendly Pioneer POS terminals and XPIENT software took only four hours and Paula was able go live immediately. Greg concluded that, ""XPIENT XPRESS speeds restaurants ability to serve its customers, while enhancing the control over the business operation, and Pioneer POS only improved the overall POS solution Back Yard was looking for." With the basic functions of point-of-sale, kitchen video routing, credit card processing, gift card processing, inventory management, and labor scheduling now streamlined at the touch of a button, Paula was

extremely happy with what Pioneer POS and XPIENT were able to bring to the table. As we always say at Pioneer POS, quality products and customer service that is truly unmatched in the POS hardware industry is what defines us. Another successful installation for XPIENT and Pioneer POS in 'Red Baton', Louisiana!

Also, if you didn't already know the Pioneer POS Stealth-M5 also has a new Infinity model with a True Flat (zero bezel) touch, powered by Intel's 4th Generation Core series! Check it out today!

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 turnaround. Pioneer POS sells through qualified technology resellers throughout the US and globally.

About XPIENT Solutions, LLC

XPIENT Solutions is an organization of highly qualified restaurant and software development specialists devoted to business process improvement and professional support services for the foodservice industry. XPIENT offers a full complement of integrated technologies including Point-of-Sale, Back Office and Enterprise Management. From applications that help efficiently take orders and improve kitchen throughput, to labor management, production prep, inventory control, customer loyalty, speed of service, surveillance enhancement and data management tools, XPIENT's solution suite allows the restaurant operator to better and more easily manage every aspect of their restaurant operations.