

## New Gourmet Café Warrants an Experienced POS Solution

**June 2015** - [Le Gourmand Gourmet Market & Café](#) offers the highest quality in eastern and western European products, from smoked meats and croissants to cheese plates and sandwiches and panini's. Located in Monrovia, California USA, Le Gourmand serves local residents as well as any guests that visit Southern California. The wide open and comfortable retail space provides a perfect shopping experience where selections of the freshest produce, cheeses, breads, coffee, organic products, artisan goods, groceries and souvenir items are all readily available. They also specialize in providing custom gourmet gift baskets and amenities focusing on the best tastes of Europe. They will be opening their new location within the next few weeks, and needed a POS solution that maintained a local database and allowed them to integrate retail and restaurant aspects of the business into one central database. They also needed to be able to properly maintain inventory control for all of their standard items as well as items sold by weight or in kits.



To serve these specific needs, the [Pioneer POS Infinity S-Line](#) with rear display and a custom hybrid solution incorporating [Microsoft Dynamics Retail Management Systems](#) is currently being installed along with the Art Group Restaurant interface for RMS by Southern California based [POS PEEPS, Inc.](#) POS PEEPS is “a Complete Technology Solution Provider for Hospitality and Retail established under the philosophy that business owners deserve better than the typical technology providers are willing or able to provide. With 15 years of experience, they use their own products to completely automate and streamline the fulfillment process bringing the best solutions for your business needs in the most efficient way possible.” Due to the nature of the Le Gourmand business, the solution requires the merging of hospitality and retail functionality into one system. The S-Line's versatile design allows it to be configured to meet application requirements and budget and allows seamless integration with vendor components such as the Microsoft Dynamics RMS, the Art Group Restaurant Module and [M-S Cash Drawer](#).

Nate Stracker, Sales Manager at POS PEEPS said, “The Pioneer Infinity S-Line terminals allow for reliable, high speed computing and with the built in printer provide a small footprint for maximum



## Case Study

use of counter space.” The S-Line runs most Windows operating systems, and offers a wide range of integrated peripherals, such as magnetic stripe reader, biometric reader, barcode scanner, and secondary display. As Mr. Stracker noted, the integrated EPSON printer at the base of the touch computer is a major staple contributing to the small footprint of the S-Line series allowing businesses to take control of their counter space to be used for product placement and additional advertisements.

The only terminals POS PEEPS provide are Pioneer terminals due to their continual ability to meet or exceed our client’s expectations. Specifically for Le Gourmand, they needed a way to quickly and efficiently ring out customers and maintain inventory. They also needed to be able to determine item movement and customer flow in order to increase profit by decreasing spoilage or wasted counter space of products that do not move. The solution will enable Le Gourmand to ring up transactions, properly handle pricing and inventory of weighted items, put orders on hold, print kitchen tickets, manage timecards, and integrate merchant processing.

The install will take approximately 6 hours, and there will be three 2-hour sessions of training. Mr. Stracker said that “Using the Pioneer POS S-line unit’s cuts onsite installation almost in half due to the fact there are fewer separate components that require un-packaging, connecting, configuring, and cable management. There are also fewer points of failure and require only one power outlet as opposed to 3 or more.” For a specialized business like Le Gourmand Gourmet Market and Café, a specialized POS solution is needed. Mr. Stracker concluded that “The POS systems are expected to increase sales, cut costs, control theft, and save the owner time and employee costs. Typically a true POS will increase profit by approximately 10%.” Be sure to visit Le Gourmand Gourmet and Market Café over the next few weeks to see these POS solutions in action at the area’s newest “Local Neighborhood European Market.”

### **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 Microsoft Dynamics Retail Management System**

[Microsoft Dynamics Retail Management System \(RMS\)](#) offers small and midsize retailers a complete point of sale (POS) solution that can be adapted to meet unique requirements. This powerful software package automates POS processes and store operations, provides centralized control for multi-store retailers, and integrates with Microsoft Office system programs, Microsoft Dynamics GP, and other popular applications.