Founded in 1981, Quiznos is a franchised fast-food restaurant brand based out of Denver, Colorado. They believe that your food should taste great and that they should only use the highest quality ingredients in their toasted sub sandwiches.

At-A-Glance

Client: Quiznos
Region: USA + Canada
# of US Locations: 500
# of CAN Locations: 225 (software only)
Implementation Date: May 2016

Project Management: POS-X
Hardware Provider: POS-X
Software Provider: Auphan Software

HARDWARE FRAGMENTATION & LACK OF BIG DATA

Over the years, Quiznos point of sale systems had become outdated, fragmented, and did not supply the critical reporting needed for corporate. In order to address these shortcomings, Quiznos performed an extensive search for a new point of sale system provider.

SEARCH FOR THE PERFECT SOLUTION

In the early stages of the project, the Franchise Solutions team from POS-X worked with the Quiznos corporate team to conduct an analysis of Quiznos' current POS system. Focusing on the current needs along with determining what additional features would be required to future proof their system for years to come.

After parsing through the data a list of requirements was compiled. These included but were not limited to:

- ✓ Low Up-Front Cost
- ✓ 24/7 Full Service Support
- ✓ 6hr On-site Hardware Replacement
- ✓ Ongoing Asset Management

- ✓ Store/Corporate Reporting
- ✓ Real Time Multi-Store Support
- ✓ Centralized Menu Management
- ✓ Marketing ROI Analysis

- ✓ Customer Facing Video Displays
- ✓ Online/Mobile Ordering
- ✓ Customer Loyalty Program
- ✓ EMV Integration

RIGHT HARDWARE FOR THE JOB

Determining the optimal hardware mix for the needs of each franchise location required durable hardware that would withstand over 5 years in the field. With a focus on reliability and longevity the decision was made to pick from POS-X's performance-oriented EVO line due to its enterprise build quality and flexibility of configurations.

FINDING THE IDEAL SOFTWARE PARTNER

After comparing the requirement list against multiple software packages, the joint team of POS-X and Quiznos determined that Auphan Software out of Vancouver, Canada was the logical choice for the software portion of this project.

"Having worked with POS-X for several years we were very familiar with their operations and equipment deployed for our customers," stated Andrew Ould, Director of Operations for Auphan. "With that in mind, we were able to provide Quiznos a quick turn around time and a solution that met all requirements."

Auphan brings over 10 years of point of sale software experience with a specialized focus in franchise operations.

"The three companies involved in this project injected confidence, teamwork, and trust from day one"   - George Jeffrey, Global COO of Quiznos.

COMPLETE ROLLOUT DONE RIGHT

Working with a very aggressive time table, POS-X's implementation team was tasked with providing hardware, software, staging, installation, and training to over 500 locations...an achievement that could only be accomplished by a group of skilled individuals working together with one goal in mind.

"The three companies involved in this project injected confidence, teamwork, and trust from day one," stated George Jeffrey, Global COO of Quiznos. "Together, POS-X and Auphan had a solution that met our needs, as well as the needs of our Franchise Owners. We were able to successfully roll-out the new point-of-sale systems to the Quiznos US franchise system within an extremely tight 6-week timeframe."

In the end, POS-X and their partners delivered an enterprise solution that enabled Quiznos to more effectively manage their restaurants with less labor. This resulted in reduced costs at both the corporate and store levels, while at the same time providing Quiznos a flexible platform that will remain relevant for years to come.