

CASE STUDY

e-Coast Systems



**Background**

Ireland's Own is a single-location sports bar in Charleston, SC that operates on a unique business model — along with 2 golf simulators and a large arcade, the 10,000 sq ft location has two sides: Ireland's Own Irish Pub and Jaegerhaus Pub. Between the two, there are over 28 beers on tap and 50 food items available for order, so it takes a lot of hard work and coordination to keep things running smoothly. Without an efficient restaurant point of sale system and operational processes in place, it would be nearly impossible for the restaurant to efficiently serve the thousands of customers that visit each month.

## The Need

The owner of Ireland's Own is a seasoned restaurateur with plenty of experience in the industry, so they were aware of the importance of finding the right restaurant point of sale system. With years of experience under their belt, they also understood that there can be significant differences between POS solutions, so they wanted to ensure that they made the right choice.

The owner evaluated multiple point of sale systems, but came across technical issues, limited credit card processing abilities, poor support, and other drawbacks that were incompatible with their business model. This search helped them hone in on their priorities and establish a laundry list of features and functions that they needed out of their POS system:

- With a heavy focus on bar, the system needed to be fast and capable of handling high volume
- Due to the unique business model, the owner wanted great support in case any issues arose
- The owner wanted to be able to accept EMV without slowing their speed of service
- Given the size of the space, the owner needed a POS system with little or no downtime
- The owner wanted accountants to be able to access reporting without dialing into the system on site



***To say the investment was worthwhile would be an understatement—in the 2.5 years since the restaurant started using RPOWER, they haven't had a single minute of downtime.***

## The Solution

The owner of the restaurant had been working with ECS for other IT services, but decided to enlist their help finding and implementing the right POS because it's a one-stop-shop. ECS knew how powerful RPOWER is, how well it can handle high-volume bars, and its ability to solve many of the owner's pain points, so they got to work getting the system set up.

Since the original RPOWER developer wrote their own windows drivers, the software is extremely fast and able to be installed on almost any windows-based equipment. The owner of the pub had limited hardware in place, but since RPOWER is so flexible, ECS was able to get started without requiring much additional equipment. This helped them cut down the initial investment cost and get the solution up and running faster. Needless to say, setup was quick; there were no real issues with implementation, so it only took ECS 1 day to get the system set up and two 4-hour training sessions to get staff on board.

To say the investment was worthwhile would be an understatement — in the 2.5 years since the restaurant started using RPOWER, they haven't had a single minute of downtime. They were able to complete over 3,750 transactions per month that amounted to hundreds of thousands of dollars in revenue, all while increasing the speed of transactions by 15%. But beyond the numbers, RPOWER helped the restaurant find success in other ways:

- Used built-in house accounts and discounting to increase transaction size and improve customer loyalty
- Reduced shrinkage using inventory management and other back of house features
- Created separate menus and assigned them to designated workstations in each room
- Leveraged detailed reporting and improved order entry to increase sales

In the end, the client was so happy with RPOWER, they decided to use it for a new location they were opening.



## The Results

0

Amount of downtime  
since they started  
using RPOWER

7

Number of RPOWER  
point of sale  
terminals

15%

Increased  
speed of  
transactions

3,750+

Number of  
transactions  
per month

\$200k+

Monthly revenue  
generated with help  
from RPOWER

RPOWER has elevated partnerships specifically with WorldPay, First Data, and EVO Payments to provide exceptionally Integrated Merchant Processing Solutions, ensuring that all of your payment needs are handled reliably and securely.



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