



RPOWER gives Schnippers & Thunderbuns Better Online Ordering

Schnippers, a fast-casual establishment specializing in comfort food, is located in prime areas throughout Manhattan. Thunderbuns, a sister restaurant, is also owned by Andrew Schnipper and Jonathan Schnipper. Once showcased on *Throwdown with Bobby Flay* for their famous sloppy joe, the chain has become a beloved staple in New York City, serving many loyal customers, as well as new customers and tourists visiting the area.

THE PROBLEM

As business expanded, Schnippers & Thunderbuns needed to add new channels that would allow customers to place orders online through apps like GrubHub and Seamless. Though they were using a national POS heavy-weight, they faced significant challenges integrating online ordering apps. When orders would come in from different channels, their POS couldn't put them into a queue and didn't prioritize them at all, resulting in an influx of orders from a variety of avenues with no rhyme or reason.

Furthermore, the chain experienced many technical difficulties, and the POS couldn't handle the high volume of traffic. The issues culminated in a week-long period where the POS was down. When they attempted to address the issue, they weren't able to get the support they needed quickly. Schnippers & Thunderbuns determined they needed to find a better solution.



Customer

Schnippers
www.schnippers.com

Objectives

Implement a point of sale system that could meet the demand of high-volume transactions as well as integrate with multiple delivery and takeout ordering platforms.

Solution

RPOWER POS with local support and service from GCS Computers, Inc.



THE SOLUTION

RPOWER POS was chosen for the front of house and pick-up and delivery management. The point of sale solution easily integrated with Seamless and GrubHub for online ordering capabilities. Additionally, RPOWER provided them with a kitchen video screen that allowed them to easily prioritize incoming orders and see the channels through which orders were entered, so they could be properly prepared for either table service, delivery, and carry-out in an efficient and streamlined manner that maximized productivity.

The POS solution was added to each store's 3-4 cashier stations and 2 delivery stations. The first installation was a simple conversion, which was installed in the morning, and was live by lunch. Training was completed in the week leading up to the installation, and GCS Computers, Inc., their local RPOWER provider, was present on-site the day they went live to ensure everything went smoothly.

With RPOWER, the ability for Schnippers & Thunderbuns to add on to their system was vital. The RPOWER POS solution integrated with Atware Tech, and later on, several other integrations were added, such as RPOWER's dashboard and cloud-based reporting tools, which provided the visibility and control necessary to further optimize business processes. As business boomed, they once again added more integrations including the Compeat accounting interface, and Hotschedules scheduling interface. An UberEats integration is in beta testing, and an integration with Clover counter EMV readers is on the horizon.

THE RESULTS

The RPOWER solution offered a variety of benefits to the successful fast-casual chain, by helping control cash at the counter, sending orders to the kitchen, and managing delivery and takeout orders. It also helped increase productivity, improve back-of-house operations, and provided new visibility.

By easily integrating with delivery and takeout apps like Seamless and GrubHub, Schnippers was able to save significant time and





drastically decrease order errors, eliminating the need to hand-enter orders from a fax or tablet into the POS. Changes to the menu on the POS are pushed directly to Seamless and GrubHub, which also provides a single point of menu management, saving additional time. The solutions and integrations assisted with ensuring EMV credit card compliancy and improving the chain's loyalty program management.

Because RPOWER POS was designed to be intuitive and easy-to-learn, training took minimal time, and managers now have a way to view real-time sales and labor reports, allowing them to make more informed decisions that help grow their business. Furthermore, the reseller, GCS Computers, that provided Schnippers and Thunderbuns with these solutions was local, educated, and fully-responsive, offering 24/7 support via phone, email, and on-site service.

