

Integrated NCC Solution Boosts Service Speed and Improves Security for Halligan Bar

Halligan Bar, an Irish pub and fireman’s bar, derives its clever name from the multiuse tool used by firemen for breaking locks, tearing down walls, and shattering windshields. Halligan boasts a fun atmosphere and great every day specials, such as \$3.50 Guinness and \$2.00 Bud Light drafts. Ordering food at Halligan is also a special experience. While their own menu doesn’t offer food, bartenders will equip your table with menus from nearby dine and delivery establishments. Simply choose your preferred place, order with your Halligan bartender or waitress, and she will make the phone call to have it delivered. Halligan makes it clear to every individual that enters the establishment, that top notch customer service is a priority. For that reason, Halligan Bar wanted to find a better way to serve their valued customers.

Basic cash register-style point-of-sale technology does well what it’s designed to do: conduct and track transactions. Unfortunately, cash registers lack functionalities for detailed sales reporting and analyzing sales trends. Cash registers also increase the likelihood of error since employees are not walked through a logical order sequence and are often manually entering prices. Today’s hospitality environment requires more sophisticated solutions, capable of handling a fast pace of business while also feeding in-house auditing and management systems.

Chicago’s Halligan Bar, upon discovering that its existing POS technology offered limited functionality and reporting capabilities, decided to invest in an upgraded solution that would not only speed up transactions but also incorporate the latest in security and surveillance technology.



Customer: Halligan Bar

Industry: Bar & Restaurant

Solution: An integrated solution consisting of Reflection POS software with integrated DVR (Digital Video Recorder) surveillance capabilities.



THE SOLUTION

Halligan Bar deployed the NCC Reflection POS solution with integrated DVR (Digital Video Recorder) surveillance capabilities. NCC's Reflection POS is a customizable solution that increases productivity through its focus on accuracy. As an embedded system, Reflection POS is resistant to spyware and viruses. The system's intuitive interface all but eliminates order errors. Low upkeep and maintenance is needed for the system, freeing up time, terminals, and ensuring that customers are served and checked out in a timely manner.

The install included two POS terminals and two printers in the original Halligan location. Expansion to another bar located next door required three more terminals there, also linked with DVR surveillance. Halligan did extensive pre-installation work with installer specialist Advanced Data Systems, but the actual hardware installation took only about one day, with a successful go-live directly following the install. The staff received three days of training on the highly instinctive system.

THE RESULT

Key benefits of the upgraded POS technology include faster transaction speeds compared to the previous system, which has given Halligan the opportunity to increase sales during its busiest times. The easy-to-use system has simplified training and streamlined everyday operations, while providing advanced reporting functionality and improving security and prevention capabilities. In addition, the fact that each terminal is capable of operating independently, maintaining a complete transaction history even if it's temporarily in an off-line mode, provides Halligan with confidence that it can keep track of all its sales activity without sacrificing transaction speed or system usability.

General Manager, Kelsey Kessler said "The most valuable feature is the system's ease of use and great reporting functionality." Kessler has years of experience in the restaurant industry and she states that NCC's Reflection POS system performs faster and is easier to use than other systems she worked with.



"Training is faster, customers are served more quickly, sales are up, and we're more organized overall. It's nice to know that each terminal is capable of operating independently and has an off-line mode. After having cash registers and the headaches that accompany them, it's a relief knowing that we will always be up and running."