



## CASE STUDY

# Restaurant Management Inc., a 68-Unit Arby's Franchisee, Saves Time, Lowers Costs, and Prevents Store Closures with PAR OPS



**100% better visibility of performance across all locations**



**Automated back-office processes cut paper costs and admin time**



**Reduced risk of store downtime**

Restaurant Management Inc. (RMI) – a multi-unit Arby's franchisee with locations in Ohio, Kentucky, Tennessee, Indiana, North Carolina, Alabama, and Georgia – has elevated sandwich making to an art form, stacking high-quality meats with exceptional flavors. With its slogan, "We Have the Meats," the brand proudly commits to delivering hearty, satisfying meals like the Classic Roast Beef and the Beef n' Cheddar Sandwich. Whether ordering through the drive-thru or enjoying a moment inside, RMI delivers a full-flavored experience.

Behind every exceptional guest experience at RMI is a well-run operation that relies on the right technology. To RMI, restaurant operations management solutions are viewed as the backbone of their business. It is the system responsible for driving efficiency and delivering the insights operators need to run profitably.

As RMI continued to grow, so did the complexity of its operations. Managing labor, inventory, and reporting across multiple locations and states requires a platform that can consolidate everything in one place without disrupting the pace of daily operations. With this mindset, RMI sought a back-office solution that could scale with the business while delivering greater transparency, improved efficiency, and the functionality that empowers teams to work smarter. The goal was not just to replace manual processes, but to gain better visibility and support for in-store operators.

In 2020, RMI chose to partner with PAR Technology and implemented PAR OPS, a maintenance-free restaurant operations management solution that gives RMI the control and insights needed to run smoother, more informed operations across all locations.



## Previous Technology Challenges

- Manual processes created inefficiencies across inventory and labor
- Disconnected systems made reporting time-consuming and inconsistent
- Difficulty accessing data remotely limited real-time visibility into operations
- Needed a platform that could scale with its continued growth and evolving operations

## PAR Solution

- PAR POS
- PAR OPS

## Technology Results

- Seamless integration with existing systems and third-party solutions
- Automated back-office processes, saving time, paper costs, and preventing store closures
- Tailored reporting tools deliver the visibility needed to uncover profitability leaks and track store performance
- Concierge services reduce back-office admin work, helping teams focus on operations and guest experiences

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## A Trusted Partner with 40+ Years of Industry Expertise

A key factor in RMI's decision to implement PAR OPS was PAR Technology's strong culture, collaborative teams, and integrated suite of hardware and software solutions tailored to the unique needs of the restaurant industry.

"One of our deciding factors for choosing PAR OPS was because of the incredible people and strong culture at PAR Technology," said Romanello. "Their teams are not only supportive and collaborative but also positive and a pleasure to work with. The data is valuable, but it's the PAR team that turns it into actionable insights for us, especially when it's information that might otherwise be overlooked."

By partnering with PAR Technology, the brand gains over 40 years of industry expertise, backed by a team of former restaurant operators who deeply understand RMI's unique challenges. This vast industry knowledge has been pivotal in guiding RMI through critical business decisions, ensuring they are equipped to meet both current and future challenges.



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Moreover, PAR OPS Concierge Services has been an invaluable resource for RMI, relieving operators of the burdens associated with day-to-day administrative tasks. This support allows them to focus on high-priority responsibilities such as training, covering shifts, and delivering exceptional guest experiences, ensuring RMI's operations remain efficient and effective.

## Flexible Integrations, Effortless Implementation

Another key reason RMI chose PAR OPS was its native integration with its existing POS system, PAR POS. This integration, combined with the expertise of PAR OPS' top-notch, customer-acclaimed implementation and support teams, has enabled RMI to transition to the new system rapidly with minimal disruption to their operations.

"Implementing PAR OPS was incredibly easy! We worked closely with our implementation team, who were always receptive and responsive to our needs, ensuring every request was addressed and delivered efficiently," said Romanello. "The transition to the new system was effortless, and the entire process went smoothly from start to finish."

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Beyond natively integrating with PAR POS, PAR OPS also seamlessly integrates with RMI's existing systems and desired third-party solutions. "Integrating with third-party vendors was crucial for us when looking for a new system," said Romanello. "PAR OPS has never had a problem integrating with our existing solutions or the third-party vendors we want to leverage." PAR OPS' open, RESTful APIs have been essential to the brand, enabling them to connect with virtually limitless data sources and ensuring seamless integration with a variety of third-party tools.

With PAR OPS, RMI also benefits from a unified operational platform that serves as the single source of truth across the entire organization. Whether it's payroll, inventory, supply chain, accounting, or POS sales, PAR OPS effortlessly connects these technologies, minimizing operational complexity, reducing technical debt, and enabling faster data-driven decision-making.

### Unlocking Actionable Insights with PAR OPS Reporting

With PAR OPS seamlessly integrated into RMI's tech stack, the brand has eliminated data silos and gained a unified view of performance across all locations. PAR OPS provides RMI with real-time reporting that delivers the visibility needed to uncover profitability leaks and track store performance. From high-level overviews to granular details, the solution equips leadership with dynamic, digestible reports to track key metrics and make informed decisions.

Reports are easy to access anytime, anywhere, from any device, ensuring operators can retrieve key insights whether in-store or on the go. "With PAR OPS, you don't have to be on-site to get a real-time pulse of your operations. You can wake up in the morning, grab your coffee, pull up your computer, and see exactly what is happening at your restaurant locations and how they are performing," said Romanello. "With clear and easy-to-understand reports, we can easily spot trends, address issues, and make informed adjustments without even needing to be in the restaurant."



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RMI relies on a variety of reports to guide daily business decision-making, including:



**Sales Reports:** Provide real-time visibility into revenue and transaction trends while informing inventory needs. By analyzing historical consumption, supervisors can accurately forecast demand, prevent over-ordering, and minimize waste.



**Product Mix Reports:** Identify top-selling and underperforming menu items to refine inventory strategy, optimize ordering, and ensure stock levels align with customer demand.



**Margin Cost Reports:** Break down food and labor costs, allowing teams to track profitability, control expenses, and uncover opportunities for improved cost efficiency.



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With enterprise-wide reporting, RMI's corporate teams maintain high-level oversight while also having the flexibility to dive into store-specific details when needed. Customizable filters allow users to segment data by location, order type, period, and more - ensuring that no insight goes unnoticed.

## Saving Time, Paper, and Service Interruptions

Transitioning to PAR OPS has revolutionized RMI's operations by replacing time-consuming, manual processes with streamlined automated workflows. This shift has freed up managers and staff to focus on running the business. From inventory counts to labor tracking, every aspect is now automated, eliminating the need for handwritten data and manual entry. "PAR OPS has automated everything and eliminated the need to do hand counts," said Romanello. "We actually saved a lot of money on paper because all of our data was written by pen and paper."

This automation is crucial not only to improve efficiency but also to prevent disruptions that could lead to store closures. Automating processes such as inventory management and labor scheduling has enabled RMI to significantly minimize the risk of human error, which often leads to inefficiencies and operational challenges, ensuring more streamlined and efficient operations across the board. As a result, RMI can identify and address potential problems quickly, ensuring stores remain fully operational and avoiding costly downtime.

By partnering with PAR Technology and leveraging PAR OPS, RMI now has a system that works with them, not against them. PAR OPS has automated time-consuming tasks, empowering the brand to focus on providing outstanding service while reducing human error. With greater confidence, RMI now operates knowing they have the tools and support needed to provide consistent, high-quality experiences across all locations.



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