

CASE STUDY

New Theatre Restaurant Selects iSolved to Reduce Paperwork and Meet Unique HR Needs.

At a Glance

New Theatre Restaurant

A dinner theatre serving Kansas City, Kansas. The company presents musicals and comedies featuring veteran TV,

film and Broadway stars, plus gourmet dining in its restaurant. This combination of services puts unique demands on the Human Resources team that could not be met by their outdated, manually intensive system. iSolved HCM offered the seamless, flexible, single source solution that perfectly matched the company's HR needs.



The Problem

New Theatre Restaurant Personnel Director Lindsay Schull said restaurants in particular have a lot of unique HR-related challenges. "One of them is negative checks that can occur; that is, we have tipped employees that don't have enough positive funds to cover the full amount of taxes or deductions on their checks," she said. "The system we had been using was a very manual process. We have tons of paper and we do things nine times in three different separate systems that don't talk to each other." Those were among the driving factors that led the company to seek out a better system to meet their needs.

"Also, the system we were using was more of a construction or management company payroll accounting system instead of one dealing with the diverse types of employees we have," Schull said. "We have everything from a production office to our tipped employees, cooks, maintenance staff and sales people. Our [previous] system wouldn't even export into Excel, so in order to compile reports of data, we would have to manually enter that in the spreadsheet, which was very time-consuming."

The Search Process

Schull said the whole process was probably two years. "We had pretty much looked at every type of software and system out there. And there were pluses and minuses to a lot of them. Some of them that really had the capability were more focused on selling the product rather than finding out if it could do what we needed it to. So that kind of extended the process a lot. We initially met iSolved at the very end, which was great."

Why iSolved?

"What we really liked about iSolved is that [their system] was a seamless solution to negative checks. It's not a manual process; it's something that is adjusted," Schull said. "The one thing I particularly valued in the process was when we initially met with the iSolved representative and he said, 'Oh yeah, we can do it.' But what I really loved was how he came back and said, 'Let me make sure that I understand what your question is.' I think the fact that he was willing to [double check] and make sure this was the right fit for us was really impressive."

"When we went through the demo, the first things they hit on [were] the unique things in the restaurant industry and how their system could move us forward," she said.

 I really feel like it helped open our company owner's mind up to the fact there is a system that can handle the unique diversities of the restaurant industry. I think that was a driving factor [in selecting] iSolved. And also, that it had the well-rounded HCM component, where you could take everything from Human Resources, the time and attendance, and the more data that you put in the one system, the more reporting ability that you have. 

New Theatre Restaurant committed to iSolved HCM's Comprehensive Package with Onboarding, Carrier Feeds and ACA Pro. Schull said they will be considering adding Engage in the future.