

# POSIFLEX Hardware Combined with Accolade's Kiosk Express™ Deliver Satisfaction to White Hen's Customers



For over 40 years, White Hen Pantry has gained loyalty among its growing customer base by instilling the spirit of "only the freshest ingredients!" With 275 stores White Hen Pantry serves upwards of nearly 250,000 customers per day, in the greater metropolitan areas of Chicago and Boston. White Hen Pantry has established itself as a premier convenience store by offering "the greatest food" and continually enhancing its customer service across its stores.

When White Hen's management team demanded a hardware-software solution that could handle thousands of daily transactions and perform reliably with minimal maintenance or downtime, they leaned on their longtime technology provider and partner, Retail Technology Group (RTG).

RTG's V. P. of Sales, Mike Danek, presented the Posiflex JIVA 8000 infrared touch terminal with Accolade's Kiosk Express™ to meet White Hen's demands. Today, White Hen has 300 JIVA 8000 terminals running in over 150 stores. "Customers of all ages love using the kiosk order-entry system. The graphics are vibrant and eye catching, accurately reflecting the quality and freshness of our food. The kiosk provides customers with a fast and efficient tool to enter orders, including a complete list of modifiers to customize requests. Store personnel like it because the touch-screen kiosk approach sends tickets to the production team in a uniform manner to quickly fulfill orders" says Brandon Barnholt, CEO of White Hen Pantry, Inc.



***"Better Exposure, Faster Service and Greater Accuracy that leads to hot and fresh food are exactly what White Hen customers want!"***

Barnholt found POSIFLEX and Accolade to be a key part of their strategy to deliver the best food and service in the convenience store market. Barnholt elaborated, "our goal is to be creative by utilizing leading-edge technology that provides a variety of service options to create a shopping experience unparalleled in the convenience store market. The human element is foremost, but using technology allows for a more consistent and systematic approach, regardless of store location."

The implementation of kiosks by White Hen coincides with the introduction of its Hot & Fresh Oven Toasted Sandwiches. The new sandwiches are now available at over 150 White Hen stores and will be available at nearly all locations by the end of 2006.



"The POSIFLEX terminals allow White Hen to better illustrate its food selection to customers and positions the company to be successful in its pursuit of a greater portion of the hot & fresh quick-service food business. The JIVA 8000 touch terminal is a solid product with a good price point. It is very feature rich and very well designed to withstand high usage," stated Barnholt.

About Retail Technology Group: With more than 13 years of experience in the POS business, Retail Technology Group (RTG) is backed by a staff of seasoned professionals. RTG offers solutions that are defined by the customer. With experience serving a wide range of POS markets and specific applications, RTG provides a variety of multi-platform service and support capabilities that include POS store installation rollouts and "spare-in-the-air" maintenance programs. RTG's 'Fit-Kit Process' offers site-specific customization of services and efficient deployment of those services through a single point of contact, all backed by a world-class repair facility and focused customer service organization. Through its portfolio of comprehensive service and support capabilities, RTG can offer its customers the precision and consistency of a single source contact throughout the life of a project; the flexibility to customize a solution; the resources to implement cost effective maintenance programs to keep the equipment at peak performance.

For more information on RTG, please visit: [www.rtgpos.com](http://www.rtgpos.com).



About Accolade Technologies: Accolade Technologies LLC was founded by a veteran software programmer who has owned and operated multiple fine dining and quick-service restaurants. The corporation is comprised of IT professionals, software developers and restaurateurs with over 30 years of experience in developing and providing software solutions that address customer's business needs. Accolade Technologies builds its business on three core values, focus on customers needs, 100% customer satisfaction and continuously improve the solutions, that ensure a quality product and an enjoyable customer experience. The Accolade Mission Statement: "We're building solutions that put intelligence into your business with measurable results."

For more information on Accolade Technologies, please visit: [www.accoladepos.com](http://www.accoladepos.com).

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