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CFO
U.S. Restaurants



SystemLink Cooks Up A New Solution for U.S. Restaurants

Behind the Burger King name you’ll find a passion for burgers and operational simplicity unrivaled in the industry. U.S. Restaurants, Inc. was founded in 1985 and has expanded to include 36 Burger King® locations throughout Pennsylvania and New Jersey. They are the exclusive Burger King® operator in Bucks and Montgomery Counties (PA); and also have locations in Chester and Lancaster Counties as well as six locations in New Jersey. They employ more than 1,500 people and you just won’t find a team that cares more about making great tasting food.

Getting too Hot in the Kitchen

As U.S. Restaurants approached Y2K, they knew their UNIX-based platform wouldn’t be able to handle the transition. This challenge set the stage for them to also address some of the inefficiencies they saw within their organization. Many of their processes were manual and trying to coordinate efforts across all locations had become difficult. U.S. Restaurants relied on the Microsoft Office suite of business tools and wanted to see better integration between their accounting and office systems. While they had been using Sage Accpac, their UNIX platform didn’t provide any integration with the Office suite.

U.S. Restaurants orders 90% of their raw materials from a single vendor. The ordering process was largely manual and extremely time consuming. “Manually entering the orders took 3-4 days each month,” said Mike Kadelski, CFO at U.S. Restaurants. “It was extremely inefficient and time consuming.”

Another challenge they faced was in regards to their payroll system. With a staff of 1,500 employees, they found themselves processing more than 3,000 paychecks each month, a process that took more than eight days. “We had been relying on our existing technology partner to help us solve the problems we were facing but their response was unimpressive,” said Mike. “They weren’t doing a good job and we knew that if we were going to improve things, we needed to find another solution provider.”

A Much Needed Break

U.S. Restaurants turned to Sage Software for recommendations. “We interviewed four different providers,” said Mike. “One of those we met with was SystemLink. Not only were they knowledgeable about the Sage Accpac product but they were CPA’s that spoke the same “language”. They clearly understood the challenges we faced, and were an easy choice.”

“They are very good at what they do and are a pleasure to work with. Whenever I have a problem they’re always there and their response time is great. From an accounting software perspective, they’re an extended part of our team. They’ve been a great partner for us and I couldn’t imagine ever doing business without them.”

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A franchisee of

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David Beck, President of SystemLink remembers, “Some of U.S. Restaurants systems were unfriendly and dated. The Sage Accpac product worked well for them but we needed to maximize integration points and improve some of their processes. Our partnership with them was more of an exercise in efficiency improvement than an effort to replace technology.”

SystemLink tackled much of the integration during the initial transition. They leveraged Sage Accpac’s ability to import data from email to improve the order entry process. “The improvement was easily quantified,” said Mike. “Before, the process took 3-4 days and now it takes zero. It doesn’t get any clearer than that!” David added, “One of the strengths of our team is their integration expertise. This allowed U.S. Restaurants to automate what used to be a somewhat laborious task. Most of our customers will see these kinds of results.”

Additionally, SystemLink was able to drastically improve payroll processing. “U.S. Restaurants had been using a SQL-Server based system and processing time was slow, taking more than 25 hours,” recalled David. “We moved them to a Pervasive-based system and which reduced their processing time to 2 hours.” Of the new changes, Mike said, “SystemLink works fast and gets results right away. They helped us build new reports one of which was an employee history report which shows all activity for each employee, something our old system couldn’t do.”

Furthermore, SystemLink was able to help improve the process of creating paychecks by integrating Accpac with each restaurant’s time clock. This provided them with a seamless import of payroll data. “Thanks to SystemLink, we now pay our employees on an e-card,” said Mike. “We load money onto their cards and have no physical paychecks for most employees. Not only did it reduce our processing time by 5 days each month, but I am able to maintain a smaller staff, which is an additional savings.” Mike added.

Of their partnership with SystemLink, Mike said, “We were more than satisfied with the initial transition but it’s the relationship over time that’s really proven SystemLink’s worth,” explained Mike. “They are very good at what they do and are a pleasure to work with. Whenever I have a problem they’re always there and their response time is great. From an accounting software perspective, they’re an extended part of our team. They’ve been a great partner for us and I couldn’t imagine ever doing business without them.”