

ENVYSION CASE STUDY

Boddie-Noell Improves Loss Prevention, Operations and Profitability with Envysion Insight



Boddie-Noell Enterprises

- World's largest Hardee's® franchisee
- 330+ locations

Key Video Requirements

- Video integrated exception reports
- Managed service to eliminate challenges of maintaining a large enterprise deployment
- Ease of use for rapid company-wide adoption
- Plug and play solution to maximize existing camera investment
- Minimal IT resources required to install, operate and maintain video surveillance system

“Envysion gives us unprecedented visibility into our restaurants so we can quickly identify and correct issues that impact performance. By taking advantage of Envysion’s best practice, brand-specific exception reports, we anticipate a significant cash impact in each restaurant every month.”

Ted Polensky, Director of Loss Prevention

Boddie-Noell’s Challenge

You don’t get to be one of the largest restaurant chains in the country, without a commitment to operating excellence and customer service. So when the warranty on their existing camera system began to expire, Boddie-Noell decided it was time to re-evaluate it’s approach to video. Boddie-Noell wanted a solution

that not only created a secure environment for employees and customers, but would also give management insight into the performance of their 330+ restaurants. In addition, Boddie-Noell wanted a managed solution that would allow them to spend less time maintaining cameras and DVRs and more time improving their business.



Managed Video as a Service (MVaaS) Solution

Using Envysion, Boddie-Noell is able to track and reduce high risk transactions indicative of fraud, such as small dollar transactions and excessive voids. In addition, Boddie-Noell’s management can leverage the MVaaS solution to review key sales and customer service indicators for individual cashiers, including below average receipt totals or tickets open for an extended period of time. With better insight into both the top and bottom line, Boddie-Noell expects to increase average check amount and reduce fraudulent transactions to drive overall profitability.

See the resultsSM — Envysion Insight

Since deploying Envysion, Boddie-Noell has been able to:

- Reduce high risk transactions indicative of fraud, i.e. small dollar transactions and excessive voids
- Review key sales indicators by cashier
- Identify and review possible customer service issues

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