



Courtepaille chooses Acrelec's comprehensive POS solutions.

“The software's architecture and the functionalities offered, such as connection via an IP address, table plans, sharing bills and managing menus are all strong points which influenced us in our choice of solution.”

Jean-Pierre Merel,
IT Director -
Courtepaille

The implementation of technologies in environments which are said to be “conflicting” is an essential challenge to any restaurant operator in optimizing his operational performance. POS solutions or other technologies (production screens, etc...) are subject to outside “disturbances” on a daily basis which can sometimes alter their smooth running through faster wear of electronic components or material degradation.

However, the POS solution plays a key role on a daily basis: a restaurant cannot function if it cannot collect cash. The choice of reliability is thus vital in selecting an equipment supplier.

Moreover, the restaurant sector is subject to rapid turnover of teams in the dining room – this is why software applications must be sufficiently flexible and user-friendly to reduce training time.

The wish expressed by Courtepaille was to have functionalities in the Front Office to ensure order taking and cash collection operations and to have functionalities in the Head Office for the centralization of information. The Back Office part would still be managed internally.



Due to the technological solutions proposed by Acrelec and its recognized expertise in the fast food sector, Courtepaille consulted the company for the implementation of its project. Acrelec has developed a comprehensive solution with regard to equipment, software and training which is perfectly adapted to Courtepaille's specific requirements

Acrelec was chosen due to its expertise in the sector and the quality of the technology proposed – which combines strength of materials and flexibility of software use.

Acrelec remained faithful to its principles and was able to provide a turnkey solution, integrating equipment, the POS software and associated services (training and maintenance) within a very short deadline. Setting up the system in a restaurant is carried out within an average period of 15 days to 1 month.

Each of the 192 restaurants equipped by Acrelec has an average of 3 POS terminals and 6 production printers.

The printers are located in the establishment's technical areas and are set up depending on type of production (starters, grilled meats, drinks, etc...). They replace the paper receipt which was used up until now: only an order which has been registered on the POS terminal can be processed in the establishment's technical areas. In the long run, it is conceivable that these printers will be replaced by production screens like in fast food restaurants.

Another advantage with regards to operating – which also benefits from customer satisfaction – is that the POS terminal makes it possible to prepare the bill at the same time as the order is taken. When the customer so wishes, the bill can be printed very quickly.

Strength and ecology of materials

Amongst the 20 models proposed by Acrelec, the "Gladius" POS terminal has been chosen for its strength and its aestheticism. The equipment which has been set up in restaurants is made of very strong and reliable hardened aluminum. One of the advantages of aluminum is its ability to disperse heat, thus avoiding any overheating of the apparatus – the main cause of breakdowns.

The POS terminal integrates a range of functions – a virtual keyboard, a badge reader and connections – and there are no exposed buttons for greater waterproofness. Moreover, the management of functions using a magnetic key ensures access to the adjustment interface is limited to authorized personnel. Its finishing and compact size means that it blends into a restaurant's interior design perfectly.

The apparatus has a completely waterproof 15" touch screen which is resistant to splashing and dust.

The ULV (Ultra Low Voltage) processor increases the reliability of the POS terminal's functioning. This component makes recourse to a fan unnecessary and thus reduces both the risk of breakdown and keeps noise levels to a minimum. Lastly, it is also possible to replace the hard disk by flash cards, further reducing the risk of system malfunctions.

In addition to its advantages in terms of strength and reliability, the ULV processor reduces the energy which is necessary for the correct functioning of the system. This important point is part of Courtepaille's approach to sustainable development, which was initiated in 2006. The group is the first "table service" catering chain to achieve carbon balance in its activities.

"the strength and sensitiveness of Acrelec's POS terminals' touch screens are undeniable strong points"

Brigitte Quantin, Head of CA and Raw Material management - Courtepaille



Reliable and user-friendly check-out software

In order to meet Courtepaille’s organizational issues, Acrelec has chosen the software developed by its partner, Comtrex, which is particularly well adapted to the world of catering (this software is also used by the company KFC). The system constantly exchanges with the back office in order to consolidate stocks. If a product is out of stock, the system transmits the information to the POS terminals which automatically block the possibility of taking orders (the button no longer functions).

The software’s strong points are its flexibility and its adaptability to the requirements of the company. For example, it offers the option of creating its own digital keyboard. Courtepaille has thus chosen to display large “buttons” in order to avoid keying in errors. The user-friendly interface can easily be mastered.



Whenever a new system is set up in a restaurant, training is provided by Acrelec. This lasts for one day – usually at the weekend – so that the new POS terminals can be used the following week. This aspect would appear to be fundamental in catering – as this sector is regularly confronted with the renewal of its personnel.

Lastly, the technology deployed by Acrelec in Courtepaille restaurants offers a reliable solution for the centralization of information – enabling the Group’s head offers to monitor the activity of its restaurants.



Innovation and partnership, a source of success

As part of its international development policy, Courtepaille prepared the opening of its first restaurant outside France in the spring of 2008. For this restaurant, located in Warsaw, Poland, Acrelec adapted the software in Polish in order to harmonize all of the Group’s information systems.

As part of its international strategy, Acrelec is in a position to assist the development of its customers in more than 30 countries around the world.

Courtepaille’s IT department is currently working on development of the software: making the reduction and segmentation in a single operation – reading the barcode.

About Acrelec

Acrelec offers turnkey solutions - equipment, software and services - enabling restaurant chains, supermarkets and all types of stores to optimize production flows and customer services. This is achieved by interactive digital communication solutions, including menu boards, order kiosks, production screens and cash collection systems.

From product design to system maintenance, without forgetting integration and installation, Acrelec meets the requirements of each and every one of its customers through a customized approach of studies and advice.

With more than 3,000 sales outlets established in 35 countries around the world for customers including McDonald's, Quick, KFC, Auchan & Monceau Fleurs... Acrelec is continuing its expansion thanks to the quality of its products and its innovations.

