

# BHS Cardiovascular Center Finds a Fast, Local Solution in Future POS

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**When Butler Health System needed reliable point-of-sale software for its new Cardiovascular Center cafeteria, Future POS provided an efficient solution with local support.**

With 1,700 employees and over 20 outpatient locations, [Butler Health System](#) is a major community healthcare network in Western Pennsylvania. Using the latest in diagnostic techniques and advanced equipment, BHS offers a large array of medical services to local residents.

Centered around the Butler Memorial Hospital, which was founded in 1898, BHS has experienced continuous growth and recognition throughout the region. The BHS Cardiovascular Center, located on Oneida Valley Road in Butler, Pennsylvania, has been recognized as one of the “Top 100 Cardiovascular Hospitals” in the nation. When it came time for BHS to select a point-of-sale system for the new cardiovascular facility’s cafeteria, speed and support were the two defining factors.

## **The Challenge**

Selecting a point-of-sale system capable of meeting the needs of this unique cafeteria install wasn’t an easy task. According to Ed Smith, Database Administrator at BHS, finding a solution that was both fast and reliable was key. “A lot of point-of-sale systems are designed for restaurants with maybe 20-30

tables and 5-10 servers,” Smith said. “If you were here during a lunch rush, you’d see 30 plus people standing in line waiting to check out as soon as possible. Finding a system for a cafeteria was a major challenge.”

BHS also wanted a point-of-sale solution that was able to emulate their old system in terms of managing group breakfasts and lunch specials. With 1,000 users paying for meals with an ID card, and others using traditional credit cards, the cafeteria needed to be able to accommodate a variety of payment methods. After debating between upgrading the old system and undergoing a complete replacement, BHS opted for the latter option.

### **The Solution**

Future POS installed two point-of-sale terminals in the main cafeteria at Butler Memorial Hospital and one terminal in the cafeteria at the Cardiovascular Center. A fiber connection between the two locations allows for communication between the systems. The software lets BHS accommodate the wide variety of patrons served in the cafeterias, which was difficult with the previous system. Future POS assisted the employees in several training sessions, and within a half day, they were comfortable operating the live system.

### **The Benefits**

With Future POS, the BHS cafeteria has benefited from faster thru-put and reliable local support. Employees are able to get through the lunch lines in less time, and therefore able to return to their units and attend to their patients in a more efficient manner. Smith also confirmed that Future POS’s tech staff has provided top notch, around-the clock support: “When we need something, there is always someone we can call. It’s not always easy to find a point-of-sale provider that is willing to take an emergency call at 2 a.m.”

BHS experienced the greatest improvement in its back office operations. There is no longer a need to bring in someone for accounting purposes, because Future POS provides reports directly from its system. The point-of-sale software gives the cafeteria more flexibility, in addition to increased data accessibility.

“Any time a register goes down, especially during a lunch or dinner shift, it’s devastating. Not just to the cafeteria, but to IT, accounting, payroll, etc.,” said Smith. “From an IT perspective, we have had to spend a lot less time dealing with major issues with the Future POS system.” Overall, BHS was in need of a local point-of-sale solution, and Future POS was able to customize its product to the cafeteria’s specific needs.

### **About Future POS**

Future POS is an “Award Winning” Software Company with restaurant installs around the world including fine dining, quick serve, retail, and specialty applications. At Future POS we are firmly

committed to providing our customers with the highest quality software available. We are an industry leader who takes pride in our products and are constantly integrating the latest and greatest technologies. Future POS continues to enhance our already robust product year after year and that is what sets us apart from our competition. We strive to bring innovation to our customers at a price that can't be beat. Some of our innovative options include: Digital Signage, Surveillance, Tableside Ordering, IPADs for Handhelds, TabbedOut for Smartphones, Online Ordering and End-to-End Encryption and Tokenization.