

Customer Profile



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Brian Shea , Owner/Chef

The Barley House Restaurant & Tavern

The Barley House, located in downtown Concord, New Hampshire, is known for its famous Dublin Burger, topped with blue cheese and whiskey gravy, but owner/chef Brian Shea says, "We are much more than just burgers and typical pub fare. The Barley House is an upscale tavern with a focus on fine food at a reasonable price." Shea, who earned his degree at the Culinary Institute of America in New York, also has experience as a professional brewer and takes pride in his extensive selection of beer and wine. Most importantly, Shea knows that providing outstanding service and an excellent value to his customers is the way to build a relationship and keep them coming back.

"When it came time to upgrade his 7-year old POS system, Shea shopped around because he was dissatisfied with his current vendor. "I could have made the upgrade with my current system, but I was unhappy with the mediocre service and the rising costs of service calls," Shea says. "I was looking for a provider with the latest technology, but also one that is reliable and responsive. I needed a partner that would give me the best value for my investment."

At a Glance

Company Overview

The Barley House Restaurant
and Tavern

www.thebarleyhouse.com

Business Type

Restaurant

Number of Employees

35

Number of Seats

238

Cost Centers

Table Service

Bar



Brian Shea and his team looked at two other vendors but decided on the LionWise Restaurant POS system because of the company's commitment to service excellence. The LionWise team took Shea through a test run at their corporate offices prior to going live with the system, and they were on-site at The Barley House throughout the implementation. The staff found the system easy to use and they were able to train very quickly.

Restaurant Manager Corey Garland is extremely pleased with the new system. "The support from LionWise can't get any better, and the system capabilities are far superior to our old POS system," says Garland. "We used to have to shut down and refresh our system in order to make any changes. Now I can add or change a menu item whenever I want to, in no time at all."

Owner Brian Shea looks forward to working with LionWise to integrate a gift card and customer loyalty program later this year. "We are delighted to have LionWise as a technology partner," says Shea. "For me, it all comes down to service and value. We have built a great relationship, and LionWise has proven that they are committed to me as a customer."



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