

caseSTUDY

“ USBN is the most effective tool I have ever encountered to monitor and reduce draft loss and manage my brewing schedule. The system takes little time to learn, master and realize results.”

TIM BUTLER, BREW MASTER, EMPIRE BREWING COMPANY, SYRACUSE, NY

situation

- + Few controls existed to help monitor losses, and manage inventory and brewing processes
- + No way to easily/accurately schedule brewing cycles as there was no real-time info on when products needed replenishment
- + Inventory process involved manual kettle/keg checks and counts
- + Utilized theoretical costs to estimate profitability and product losses but couldn't isolate days/shifts/employees



solution

- + Realized from looking at the USBN data that projected draft beer losses were significant and needed a way to recapture waste/theft
- + Started using the USBN web interface and email reports regularly for loss tracking and inventory management
- + Created staff awareness and accountability and eliminated excuses by regularly printing reports to show staff
- + Started acknowledging staff performance and rewarding them for good variances during their shifts



result

- + Awareness and accountability generated quick results and losses dropped from 20% to 5% after staff training
- + System helped quickly identify when there were draft system issues
- + Streamlined brewing procedure to just in time process which could be monitored from off-site
- + Realized pour cost reduction from approximately 22% prior to USBN installation to 14.2% for the year 2009
- + Data helped better management of seasonal brews through better and more accurate forecasting of demand and supply

company

Contemporary bar and grill with a brewery on the premises

location

Syracuse, NY

draft lines

13 lines

pos system

MICROS

customer since

May 2006

www.empirebrew.com