

# Garbanzo Mediterranean Grill drives bottom-line profit improvement with Envysion and Sony solution.

## CASE STUDY

### Customer:

- Garbanzo Mediterranean Grill

### Industry:

- Restaurant

### Challenges:

- Develop a chain of restaurants
- Ensure that customer service, product quality, and profitability is consistent across all locations
- Retain intimate, firsthand knowledge of daily operations and customer interactions across all locations

### Solution:

- Implement a MVaaS solution that combines Sony's industry-leading IP cameras with the Envysion platform to leverage clear HD video with point-of-sale data

### Benefits:

- Gives an unfiltered, high-resolution view into restaurant-level issues impacting the bottom line
- Strengthens loss prevention efforts by using exception reports to identify and pinpoint suspicious events for review
- Improve operational procedures through enhanced ability to monitor and share best practices across locations and greater adherence to operating policies



required giving up the intimate, firsthand knowledge of daily operations and customer interactions once gained through spending the majority of his time in one location.

### Garbanzo's Challenge

For many restaurant owners, the challenge is not to open one successful restaurant, but to develop a new concept that can sustain success across a large number of restaurants. A key to success is to ensure that the level of customer service, product quality and profitability is consistent across all locations. In the case of rapidly growing Garbanzo, owner Alon Mor realized that building a large chain

“ The Envysion/Sony solution provides my team with an unfiltered, high resolution view into every aspect of restaurant operations, so I can ensure operations, marketing and HR processes are consistent across all locations. Combined with better loss prevention efforts via Envysion's reporting capabilities, we have realized significant bottom-line profit improvement. ” -Alon Mor, Owner

### Managed Video as a Service (MVaaS) Solution



Wanting to understand if video surveillance could provide the necessary visibility into day-to-day operations, Garbanzo turned to Envysion. By implementing a MVaaS solution that combined Sony's industry-leading IP cameras with the Envysion platform, Envysion enabled Garbanzo to leverage clear HD video integrated with point-of-sale data to get instant insight into issues impacting profitability. Using Envysion's robust exception reporting capabilities and Sony's high definition video footage, Garbanzo was able to quickly identify and review suspicious transactions, including fraudulent or unwarranted voids, comps and discounts to improve operations, loss prevention and restaurant-level profitability.

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See the results<sup>SM</sup>