



NCR MERCHANT SOLUTIONS PROVIDES SERVICE AND SPEED TO CONNOR CONCEPTS



BACKGROUND

Connor Concepts reflects a rich tradition of hospitality spanning three decades of excellence. In 1973, Mike Connor, a University of Tennessee graduate, began his restaurant career with Steak & Ale in Knoxville, TN. He progressed within the company until 1982, when he joined with the Regas family of Knoxville to create the Grady's Goodtimes restaurant chain. Over the next seven years Mike served as president of Grady's and opened seven additional restaurants before merging with Chili's® (Brinker International). Mike continued to serve as concept head of Grady's, opening seven more restaurants in the next two years. In 1992, Mike, along with a loyal team of restauranteurs including Tony Watson, Kevin Thompson, Bo Connor and Brian Keyes, formed Connor Concepts, Inc. Connor Concepts developed The Chop House® restaurant with twelve locations, and later went on to create Connors Steak & Seafood™ with 3 locations.

CHALLENGE

Connor Concepts manages 16 restaurants and bars in 4 states within a 300 mile radius of Knoxville, Tennessee. These locations include The Chop House, Connors Steak & Seafood and Regas, the oldest and most award-winning restaurant in Knoxville. With restaurants covering such a wide span of distance, Connor Concepts was looking for the right payment processing solution that would work with their variety of concepts and easily integrate into their Aloha POS.

SOLUTION

NCR Merchant Solutions proposed a payment processing solution that included services designed to provide Connor Concepts with full-service, integrated high speed solutions for efficient and high-quality transaction processing using the Aloha POS software. In addition, online reporting tools enabled Connor Concepts to access their statements and transaction information –anytime, anywhere.

"The transition to NCR Merchant Solutions was seamless. The restaurant managers wouldn't have even known when we changed except for the memo that was sent out. Our account executive, Scott Griffin, has always been very professional and helpful. He did not sell us on a product and then disappear. He continues to check in for any ways he might help us and is very involved every time we open a new restaurant."

- - Carol McGehee, Controller, Connor Concepts

RESULTS

Connor Concept's chose NCR Merchant Solutions based on the levels of support and service demonstrated, including a dedicated and dependable relationship with an account manager that exceeded expectations. The Web-based reporting tools also offer Connor Concepts an effective and user-friendly way to access their transaction data for benchmarking and analysis across all of their locations.