

Popular cookhouse puts high-speed Internet connection to use for credit and debit card processing at the point-of-sale – thus reducing their monthly communications costs

### THE COMPANY

Having been in business since 1999, Montana's Cookhouse in Ajax, Ontario is known for serving the best spit roasted BBQ chicken in Durham Region, not to mention Montana's award-winning smokehouse ribs. A popular choice among families and people of all generations, consumers flock to Montana's because of its warm and fun atmosphere, great food and excellent customer service.

### THE CHALLENGE

Montana's operates three point-of-sale (POS) terminals, used mainly by the restaurant staff, who compete to quickly close out orders to present customers with their bill. Montana's POS terminals were communicating with the payment processor via a dedicated Datapac line, a technology that is being gradually retired by telecommunications companies and as a result, becoming increasingly expensive. Kathie Beatie, Operations Manager for Montana's Cookhouse in Ajax, was in the market for a new payment processor that would be able to help her reduce communication costs.

Not surprisingly, Kathy found out that newer, more cost-effective technology – such as Moneris® IP-based solutions – have emerged on the payment-processing scene.

### THE SOLUTION: Moneris® HiSpeed™ 3100IP TERMINAL

Upon meeting with a Moneris® Sales Representative, Kathy quickly established that the Moneris® HiSpeed™ 3100IP Terminal was the perfect complement to Montana's operations. Kathy regularly uses Montana's high-speed DSL Internet connection to communicate with head office, access the Web and regularly e-mail restaurant-related news and updates to her staff. The Moneris® Sales Rep. pointed out the main benefit of the Moneris® HiSpeed™ 3100IP Terminal was its ability to utilize Montana's DSL connection to process credit and debit card transactions at the POS.

In early 2004, Kathy ordered three HiSpeed™ 3100 IP Terminals and had the restaurant's wiring updated in order to bring the DSL connection to the point-of-sale. And it's been smooth sailing ever since.

### THE RESULTS

By expanding the utility of the existing high-speed Internet connection for transaction processing, the benefits were realized almost immediately.

- **Reduced communication costs.** By using the Internet to process transactions, Montana's Cookhouse only pays a flat monthly fee to their local ISP provider. With Datapac, charges are based on variable communication costs such as distance and usage fees. With Internet based processing, these charges are completely eliminated. Also, the initial set-up costs for an Internet connection at additional POS locations is significantly lower than Datapac.
- **Faster customer service.** Service staff can complete their transactions quickly and in turn, present the customer bill faster.



*"As Operations Manager, my job is to ensure our staff are equipped with the right resources – and in this case technology – so they can provide superior customer service to Montana's patrons. Moneris® HiSpeed™ 3100IP Terminals have reduced our monthly costs by utilizing our existing high-speed Internet connection, in addition to providing, fast, secure and efficient card processing for our servers and bartenders, and in turn, their customers."*

Kathy Beatie

OPERATIONS MANAGER, MONTANA'S COOKHOUSE  
AJAX, ONTARIO

