CASE STUDY

How Push Became a Key Ingredient in Earls' Recipe for Success

COMPANY

Earls is one of North America's most successful family-owned restaurant groups, with 70 locations and over 7,000 employees.

LOCATION

Canada and the United States

INDUSTRY

Full-Service Dining

Building Relationships, One Plate and Conversation at a Time

Established in 1982 by father-and-son duo Bus and Stan Fuller, Earls Kitchen and Bar has grown from a single burger joint in Edmonton, Alberta, to a North American casual dining success story. Fast forward to today, Earls spans over 70 locations across Canada and the United States with over 7,000 employees. While the cuisine at Earls has changed over the years, their mission stays true to Bus and Stan's initial vision: "To deliver irresistible food and drink, and an engaging experience to every one of our guests." With this mission guiding them for the past four decades and counting, they've become one of North America's most successful family-owned restaurant groups.

We sat down with Alyanna Laguit, HRIS coordinator at Earls, to find out how using an all-in-one people management system has become a key ingredient in their recipe for success.

Say Goodbye to Complex Systems

Jam-packed with features, Alyanna finds Push to be an easy-to-use software that streamlines her tasks and saves her time. As a first-time HR professional, Alyanna discovered that Push's user-friendly interface eliminated the learning curve. From the get-go, she found herself intuitively understanding its layout and functionality by simply "playing around" with the software. The software's simplicity also extends to the rest of her team, which means she doesn't have to worry about training teammates on how to use it.

Alyanna loves Push because "it's super user-friendly, everyone can learn how to use it, and anyone can adapt right away." With Push's all-in-one solution, Alyanna can manage everything from HR to payroll in a single platform, allowing her to accomplish more within her role.

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It's the first system that I had to learn, and it was so easy because everything is user-friendly.

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With all the features that Push offers and the support that I get from their team, I can save so much time and use [that time] for other tasks.

A One-Stop Shop for HR Success

Managing thousands of employees from 65 different Earls locations across Canada is no easy feat. Luckily for Alyanna, Push transformed her HR experience into a one-stop shop for success. Using Push's cloud-based software has allowed her to "manage everything in one place, which streamlines [Earls'] communication and collaboration." This fosters a better sense of teamwork, which is why Alyanna loves working at Earls — they cultivate a culture where everyone is friendly and has fun working together.

As a hospitality business, Earls' primary goal is to provide their guests with memorable dining experiences. By streamlining their HR and payroll processes, Alyanna states that "[they] don't have to worry about all the redundant administrative tasks, and [they] can spend more energy and time servicing [their] guests." Freed from administrative burdens, Alyanna and her team can now prioritize what matters most – providing exceptional service and building meaningful connections with their guests.

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Unlock the Power of an Integrated System

Alyanna discovered the true power of an integrated system with Push. Gone are the days of fragmented data and repetitive tasks.

With Push's enterprise feature, Alyanna "can pull everything for the whole company without having to go through each location." Having all of the required information consolidated into one place saves her a staggering three to four hours per task. The enterprise feature is just one of many that Alyanna loves.

> From onboarding to offboarding, everything is just so streamlined.

✅ **Reporting:**
She saves a lot of time with the reporting feature. Her favorite report is the employee information report which offers customizable options and consolidates the data she needs into a single, easily accessible format.

✅ **HR Tasks:**
She uses this feature when they roll out new policies. Rather than printing numerous pages for employees to sign manually, she goes straight to Push to create an HR task. Once an employee agrees to the new policy, it is recorded on their profile, making it easy to find and track.

✅ **Compliance:**
She sets up notifications for expiring work permits to stay on top of their compliance.

✅ **Scheduling:**
Earls' operations team saves time by using buildable presets that allow them to duplicate schedules week after week. Additionally, the scheduling feature shows the costs associated with each schedule, which further helps them manage their labor budget.
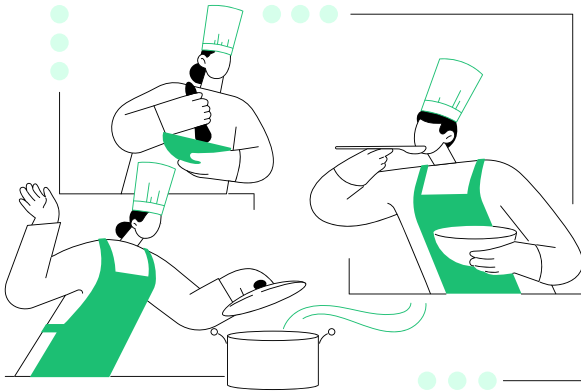
✅ **POS Integration:**
Alyanna loves how Push integrates seamlessly with their POS system to help with labor vs. sales forecasting.

✅ **Onboarding:**
She finds it easy to onboard new hires since she can simply link applicants to onboarding, which then connects to payroll and the scheduler.

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Because we have around 65 locations on Push, being able to use the enterprise feature to pull employee information saves me three to four hours.

More Than Just Support: Push is Customized for Success

Beyond the Push software and its features, Alyanna highlights Push's customer support as "one of [her] favorite things about working with Push." Her dedicated Customer Success Manager, Arille, has supported her since day one with weekly meetings, regular email updates, and quick resolutions. Alyanna finds Arille, along with the rest of the Push team, to be very approachable, which makes her feel comfortable reaching out to anyone for support.

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I love working with the Push team because everyone's so approachable. It's just so easy for me to reach out and ask for support. Everyone is super friendly.

On top of getting the support Alyanna needs, her relationship with the Push team is a two-way street. She loves that she's had the opportunity to meet with Push's product team, which "allows [her] to gain some insight into the new features that Push is building." The product team then uses Alyanna's feedback and input to enhance certain features to tailor the software for Earls. Going the extra mile for Alyanna and the Earls team shows Push's dedication to continuous improvement and building long-lasting partnerships.

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Join Alyanna and thousands of others by simplifying your workday with Push's all-in-one people management system that's designed specifically for restaurants!

When asked if Alyanna would recommend Push, she said, "I would recommend Push to other restaurants because it's super user-friendly, everyone can learn how to use it, and anyone can adapt right away."

> One of my favorite things about working with Push is our Customer Success Manager, Arille. She's super approachable and whenever I have an issue that I can't resolve, she's always there to support me and our team.

Businesses Using Our Software

Tim Hortons.   POPEYES   THE CANADIAN BREWHOUSE   Wendy's

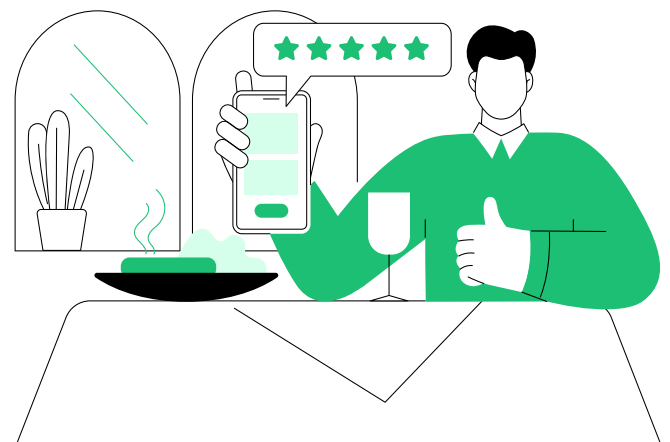A&W   Denny's   Boston Pizza

Push Can Help You Next

Ready to take control of your restaurant's people management? Book a demo with us to learn how we can help your business thrive.

BOOK A DEMO

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Easy People Management