

# Snapshot of Success

*"The two machines we have now are INCREDIBLE! I would recommend RISO to anyone who wants a printer that saves you money and time. Those are the two things we can never have enough of."*

Robin Walsh, Print Shop Manager



## Pappas Restaurants

H.D. Pappas left Greece in 1897 and traveled to America to pursue his dreams. He brought with him a passion for quality and service that became the benchmark of his success as he opened restaurants. Today, the Pappas Restaurant empire consists of eight chains of restaurants and two catering companies in 110 locations. If you have ever had the pleasure of eating in one of these establishments, you won't soon forget it. When you ask why the restaurants are so successful, patrons always mention the quality of the food and the great portion sizes.

One of the other things that all 110 locations have in common is the need to have things printed. A RISO customer for years, Pappas Restaurants saw the value of RISO's digital duplicators when outsourced printing became a huge expense. An FR series RISO printer greatly cut down outsourcing at that time.

With breakneck expansion of the company, Pappas Restaurants found that even though the FR printer was extremely fast, demand for printing was even greater. With all those stores and all those forms, the restaurant chain needed more capabilities and faster turnaround on printing. The answer came in two parts: two RISO RZ990 180 ppm digital duplicators.

Robin Walsh, Print Shop Manager, explains, "We needed more speed and better quality, and at 10,800 impressions per hour times two, we could nearly put an end to our outsourced printing." In fact, compared to outsourcing, Walsh saves an average of 65% every time she uses the RISO digital duplicators.

Walsh says that the two RISO RZ990 printers run constantly. Some of the applications include office forms, new hire forms, and procedure forms, as well as a myriad of everyday things. In office forms alone, the restaurant

chain requires 25,000 prints per week. Walsh remarks, "We print everything you see in a restaurant and tons of other things that you don't."

Color is another area where the RISO digital duplicators shine. Much of Pappas Restaurants' output is color, from kids menus to highlight color on forms. Even though Pappas' print shop has color copiers, Walsh finds that the quality that they produce is unacceptable for most color work.

One of the main jobs for the RISO printer is "To Go" menus. In that one job, Walsh runs 15,000 per week, mostly double sided. "It doesn't make a lot of sense to outsource our 'To Go' menus that cost about twelve cents each, when we can print them on the RISO for about one cent each," Walsh explains. "The more money we save on outsourcing, the more money we can put towards other things."

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Where will the future take Pappas Restaurants? More locations equal more printing, and Walsh has a goal of zero outsourcing. This year, Pappas Restaurants plans to print about

5 million impressions on the RISO digital duplicators.

Walsh enthuses, “The two machines we have now are incredible! I would recommend

RISO to anyone who wants a printer that saves you money and time. Those are the two things we can never have enough of.”

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