

WAHOO'S FISH TACO // MULTI-UNIT FAST-CASUAL

Changing POS across every restaurant without losing a shift

Wahoo's was already mid-rollout on another cloud POS when it switched every corporate restaurant to NorthStar, and kept its loyalty program, its accounting workflow, and the team that runs them.

30 RESTAURANTS LIVE ON NORTHSTAR	1 STORE AT A TIME NO BIG-BANG CUTOVER	\$0 CAPITAL EXPENSE: POS-AS-A-SERVICE	3→1 POS, PAYMENTS & DELIVERY ON ONE PLATFORM
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OPERATOR Fast-casual taco brand, ~30 active restaurants, corporate + franchise	WHERE Orange County core, plus Hawaii, Texas, New York & the Central Valley
CAME FROM A national cloud POS, mid-rollout, plus end-of-life legacy hardware	RUNS ON NORTHSTAR Order Entry POS (POS-as-a-Service) · Payments · 3rd Party Delivery

THE PART NOBODY WARNS YOU ABOUT

The real risk in a POS switch isn't the software. It's the dinner rush it goes live on.

Get it wrong and you eat it in walked checks, comped meals, and a staff that stops trusting the system. Wahoo's was living the harder version: **already mid-rollout** on a national cloud POS that was forcing them off the tools their restaurants run on, with their legacy POS already declared end-of-life. Standing still wasn't an option. Neither was a platform that solved one problem and created three.

- ✗

Loyalty on the chopping block. The program guests already used didn't carry over.
- ✗

Hours lost per location. Config and menu work ate the operations team alive.
- ✗

Accounting didn't fit. The back-office workflow they relied on broke.
- ✗

End-of-life hardware. Doing nothing wasn't on the table either.

WHAT WAHOO'S REFUSED TO GIVE UP

Modernize the terminal. Keep everything that already works.

NorthStar didn't pitch a deck. The team stood up a live setup and ran it **side by side on Wahoo's own menu**, so operations judged it on a real workflow, not a demo.

✓ Kept: no rip-and-replace ✓ Loyalty program: the one guests already used ✓ Accounting workflow: the back office didn't change ✓ Labor & clock-in: managers kept the tools they knew	→ Upgraded: onto one platform → Order Entry POS on POS-as-a-Service → NorthStar Payments across every site → 3rd Party Delivery: orders off the pile of tablets
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HOW THE CUTOVER ACTUALLY WENT

One restaurant at a time, on the operator's schedule.

No switch flipped chain-wide. This is the part operators should read twice.

- 01

First store first
Tustin went live, ran in a real restaurant, and proved the workflow held before anyone touched store two.
- 02

Go-lives timed to the books
Each store cut over at the start of its weekly period. Clean numbers, no mid-week mess in the reporting.
- 03

Tested before live, not during
Menu, reporting categories and the accounting feed were configured and tested ahead of every opening.
- 04

At their pace
When operations wanted every team member ready before moving faster, the rollout matched them, then scaled to about two stores a week.
- 05

Trained to own it
Wahoo's team was trained to run and extend the setup themselves. Menu changes, new categories, new stores, no ticket for every tweak.
- ✓

Every corporate location live by year-end
No big-bang weekend. No chain-wide outage. No lost service.

\$0

CAPITAL EXPENSE

POS-as-a-Service means no capital expense, ever.
Under NorthStar's POS-as-a-Service model, Wahoo's runs on a predictable monthly cost instead of a capital project: no big hardware check up front, no depreciation schedule, and hardware kept current as part of the service. For a brand converting dozens of restaurants, that turns a capital headache into an operating cost they can plan around.

If you run more than one restaurant, here's the takeaway

✓

You can switch POS **without losing loyalty or accounting.** The surrounding stack doesn't have to be a casualty.

✓

POS-as-a-Service is a **predictable monthly cost**, not a capital project.

✓

Cutover happens **store by store, on your books.** Not a chain-wide weekend gamble.

✓

Hardware stays current as part of the service, not a capital line item you have to plan for.

NorthStar

CBS NorthStar is a restaurant POS and order-management platform built for QSR and full-service operators: iPad-based Order Entry POS, payments, kiosk, customer-facing display, loyalty integrations and third-party delivery on one platform, backed by hands-on rollout and support. Operators on NorthStar include Biscuitville, P.F. Chang's, Press Coffee, Farmer's Fresh Market, Ruby's Diner and Wahoo's Fish Taco.

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