

Steven Bankler, CPA

Client Spotlight



Randy Smith, a native of San Antonio and a graduate of Baylor University, hired on with the San Antonio office of NCR Corp. directly out of college. There he gained computer sales experience over the next eight years, specifically experience in computer sales to restaurants.

In the late 1980's, the restaurant computer market began to change causing the larger computer companies like NCR to begin phasing out restaurant clients due to non-profitability in this area. This phase out of the smaller restaurants by the large computer companies presented an opportunity for Randy that he could not resist. He knew first-hand the needs of these locally-owned restaurants and set out to serve this niche. He opened his business, Forum Systems Group, on January 1, 1990, to provide the computer needs of these locally-owned, independent restaurants which he has been serving over the past twenty years.

Randy and his group of twenty employees not only sell point-of-sale (POS) computers to restaurants but also, and more importantly, provide them with expert support of these systems. POS systems in the restaurant business are typically touch screen terminals or wireless handheld devices that allow restaurants to track transactions in real time.

The niche that Forum Systems Group fills is that of working with independently-owned restaurant businesses based in the greater San Antonio area. A small sample of the many clients his company serves includes: Longhorn Café, Paesanos, El Mirasol, and Mi Tierra restaurants.

Randy and his team are available 24/7 every day of the year to offer support and service to their clients. High turnover in the restaurant business requires

repeated re-education of new employees on the computer system, which FSG provides. Forum Systems Group is able to implement menu changes quickly and smoothly. The team is available to help their clients at any time in order to keep their businesses running efficiently.

About three years ago, Randy engaged the services of Steven Bankler, based on a referral. According to Randy, "As an entrepreneur and small-business owner, I found from my own costly experiences that figuring out accounting solutions was not in my skill set. Like Steve told us and he was right: 'You tried the cheap way first, but it didn't exactly work out for you, did it?' Once we presented Steve and his team with our set of problems, they were able to find not only a short-term solution but also a working plan of action to allow our business to move forward."

Utilizing Steve's strategic planning tools and his expertise, Forum Systems Group was able to eliminate double taxation and remove investment assets from potential creditor claims through a unique restructuring of the business: a result that Forum's two prior CPAs were unable to achieve.

Randy expanded his service area two years ago by acquiring an office in Las Vegas which serves local independently-owned restaurants in the Vegas area. Through Randy's vision of expansion and restructuring, and under Steve's professional guidance, Forum Systems Group remains a local business success story.

Forum Systems Group is located in San Antonio at 6808 West Avenue and in Las Vegas at 3068 E. Sunset, Suite 5. Find out more by calling (210) 581-0960 or visit www.forumssystemsgroup.com.



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