



For more information, contact:
Neil Higgins, Vice President
516 W. Shaw Ave, Suite 200
Fresno, CA 93704
(559) 222-1437 ext 8011 voice
(559) 272-6120 fax
www.DelphisSoftware.com

Luby's Selects Delphis Software to Provide Advanced Call Center Application

Luby's cafeteria chain adopts Delphis Software application to streamline its in-house centralized call center and food fulfillment operation

December 12, 2007 - FRESNO, CA - Delphis Software, a leader in providing online ordering technology and centralized call center applications to the restaurant industry, announces its successful implementation of the AROS call center application for Houston based cafeteria chain Luby's, Inc.

Luby's operates a large-scale, centralized call center where customers of its more than 125 restaurant locations may place orders for fulfillment at any of its cafeterias. Luby's basic goal was to increase efficiency of the call center, especially during the holiday season. Many thousands of orders transit daily through the call center during peak periods. Orders needed immediate and seamless transmission to the specific restaurant location where customers would pick up orders. Automated daily reporting to senior staff and local restaurant management was also critical.

Delphis Software engineered an application where call center operators would utilize Delphis' AROS system to take and transmit customer orders to the restaurant. Intrinsic zip code resolution capability in AROS eliminated the burden from operators of determining restaurant routing. AROS also tracked inventory and alerted operators and management of out-of-stock conditions at any particular location. While taking several thousand of daily orders, AROS increased efficiency of Luby's call center by 300% over operations from the previous year. Delphis Software's system provided management with the necessary tools and reports to effectively monitor and control the call center.

"Luby's was seeking a qualified company with experience in developing complex solutions under tight deadlines," said Steve Barrow, Vice President of Information Systems for Luby's. "We selected Delphis and have been pleased with their responsiveness and attention to detail. Their management, engineers and technicians were committed to our project. The application was deployed on time and immediately benefited our operation. We are currently exploring adding Delphis Software's online ordering application."

"It was especially rewarding to successfully engineer this advanced solution for Luby's," said Neil Higgins, a senior Vice President of Delphis Software. "Luby's call center is extensive, has multiple work shifts and is very dynamic, which required the crafting of an aggressive technical application. Our engineers were able to meet a difficult task and deployment timeline. We are honored that Luby's put its trust in Delphis Software and look forward to a long relationship."

About Delphis Software

Delphis Software (www.DelphisSoftware.com) is a leader in providing online ordering technology and centralized call center applications to the restaurant industry. Offering unmatched cutting-edge solutions, Delphis Software's applications have been deployed in over 11,000 sites across the US, Canada, and Mexico. Founded in 2001, the company is headquartered in Fresno, California with regional offices and network operations centers throughout the United States.

About Luby's, Inc

Houston, Texas based Luby's, Inc (www.lubys.com) has a historic past that dates back 60 years. With more than 125 locations, Luby's has forged a unique relationship with its customers. The emotional connection Luby's has with its diners is unlike any other restaurant company in America. Luby's success is due, in part, to consistently serving good food at reasonable prices. Giving back to the communities is one of Luby's core values. In many markets, the Luby's restaurant serves as an essential part of the community as a central gathering place for charitable groups to meet, or a rallying point where people come together in times of crisis. Luby's always strives for ways to give back and be involved in the community.