

How Pine State Biscuits Streamlined Operations and Reclaimed Hours Each Day with MarketMan



Customer name

Pine State Biscuits

Industry

Fast Casual

Website

pinestatebiscuits.com

Streamlined Ordering Process

"Now I spend maybe 30-45 minutes a day on MarketMan, compared to two or three hours before. You get a lot of time back. Now I can actually help managers problem-solve in real time. Before, I was stuck in the office updating spreadsheets."

Carly Lund, Assistant Operations Manager



About Pine State Biscuits

Pine State Biscuits began in 2006, founded by three friends in Portland, Oregon. Since then, it's grown from a single storefront to five brick-and-mortar locations and a mobile food trailer. The business runs off of a commissary, delivering all of the food directly to the shops, with customer-facing counter service at each location.

The Challenges

- Manual, spreadsheet-based inventory tracking consumed hours daily across multiple locations
- Constant vendor price changes made ingredient cost tracking and COGS calculations unreliable
- Frequent ordering errors and delivery discrepancies led to wasted time and inventory inconsistencies
- Lack of real-time data visibility made menu pricing and profitability decisions guesswork
- Shop managers lacked access to meaningful data for operational decision-making

MarketMan Solution

- Ordering time reduced from three hours to under an hour per day
- Inventory count frequency shifted from monthly to daily.
- Real-time cost visibility achieved through direct integration with Square and MarketMan
- Ordering errors and miscounts significantly reduced with automated checks and confirmations
- Accurate, up-to-date COGS data enables confident menu pricing and proactive cost control
- Managers now leverage Actual vs. Theoretical reports to understand and improve performance