**Scholar’s Café IT Infrastructure Improvement**

A. Introduction to the problem

John Stec’s family owns two coffee shops called “Scholar’s Café ” that are located near three different University campuses in Omaha NE. The coffee shops have traditional climate where the students come to read the books, study and spend time with friends. John Stec was against modernizing his business with Wi-Fi and other high-tech futures. He’s an older gentleman and not very technology oriented; also he is concern about information-security. But with growing number of Starbucks and Scooter coffee shops around the City, Scholar’s Café is starting to lose their customers.

Stec’s family has no choice but to make their coffee shops more technology friendly and accessible for college students, yet find a way to keep their unique climate and separate themselves from other popular coffee shops to gain competitive advantage.

B. Background on the company

Scholar’s Coffee was started by John Stec in 1964. The coffee shop has a long history as a nearby University coffee shop that is a great place for students and hosted a lot of notable alumni. Scholar’s Café started with one original shop in University of Nebraska location and within 6 years open two other locations, one nearby Bellevue University compus and one close to Creighton University. On the top of the coffee, Scholar’s Café also serve their client with variety of pastries and breakfast sandwiches that are ordered from local suppliers- Gerda Bakery and Sam’s Deli, by the phone the day before and

deliver fresh every morning. There are also several copies of daily press such as Omaha World Herald, Walls Street Journal and New York Times available for clients free to use.

Since Scholar’s Coffee is a family business, John wife Carol is strongly involved in business and helping her husband to manage locations as well as taking care of finances. To keep their financial records, Carol just collect all receips, bills and credit card reports in their physical form and make the quarterly state taxes as well as annual with the help of local Tax/accounting Company. After John and Carol’s children; Anna and Jeff grow up, they start to be involved in family business. Anna has earned her Bachelor degree in Business Administration and Jeff in Management of Information Systems. Both of the children were trying to convince their parents to make significant structural changes and modernize Scholar’s café environment. In late 90’ Scholar’s Café adopted credit card payment processing services for their business since that was a must for the Stecs to meet costumers’ needs. Besides that no other changes had been done.