



SmartPOS - Point of Sale System Customer Solution Case Study

Cafe Chain Uses Robust POS Solution to Improve Productivity and Customer Satisfaction

Overview

State or Region: South Australia

Industry: Hospitality

Customer Profile

Cafe Primo of Adelaide, South Australia, is a group of 20 (soon to be 28) cafe/restaurants that specialises in providing good quality meals at value prices.

Business Situation

To improve customer satisfaction and staff productivity, owner Dino Vettesse set stiff requirements for an easy to use Point Of Sale solution in his expanding restaurant group.

Solution

Redcat SmartPOS from Possum IT was not only easy to use for the floor and kitchen staff, but also provided invaluable management information in a timely manner which enabled Dino to manage his stores much more effectively

Benefits

- Fast installation and learning
- Productivity gains
- Loss minimisation
- Key performance measurement
- Total control - instant management reports

More Information

For more information about SmartPOS or other Redcat products, call Possum IT at 08.8410.0950

To access information via the web go to:
www.PossumIT.com.au

"The Redcat Point of Sale System has hit the mark for our business. I think everybody else is trying to catch up to the Redcat system. It works, and it works 99.9% of the time, which is fantastic!"

Dino Vettesse, Owner, Cafe Primo Group

When making plans to expand his restaurant chain in metropolitan Adelaide and regional South Australia, owner Dino Vettesse, knew exactly what type of Point of Sale Management system he had to have. "It absolutely had to be easy to install and learn. We have a lot of casual staff in this industry, and they need to be able to pick up a new system and become productive very quickly."

It also had to provide timely management controls and key performance measurements. "Only hard facts let you run a smooth operation. We need to know accurately what's selling and not selling, how one week compares to the next, especially when we make menu changes, and I needed a system that would give me the reports that would make the facts I need jump out at me from the paper or the screen."



When asked about the support provided by Possum IT, Vettesse responded "It's very good. The system has never been down for more than a couple of hours since the first day we had it. If we do have a problem, we get on the phone to the helpdesk and we're fixed in no time."

"We've been running the system for a number of years now," Vettesse says, "and we think it's a great system. We could never go back to our old system. The chefs and the floor staff love it!"

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