



SmartSuite - Point of Sale & Financial Management System Customer Solution Case Study

Restaurant “Turnaround Specialist” Says POS and Business Management System Has Reduced Fraud & Theft and Helped Growth

Overview

State or Region: South Australia

Industry: Hospitality

Customer Profile

Kristian Livolsi is a hospitality industry “turnaround specialist”. He has successfully taken struggling businesses, including Citrus Restaurant and The Observatory Function Centre from loss making, struggling businesses to highly successful enterprises

Business Situation

To improve the management of his business, present a more professional image to his clients, reduce fraud and improve staff productivity, Kristian looked for a business management solution that would be easy to implement in his busy restaurant

Solution

Redcat SmartPOS from Possum IT. The system was easy to implement and learn, management of staff and KPI's was improved, and up to date information allowed Kristian to zero in on the “growth” aspects of his business

Benefits

- Key Performance Indicators transparent
- Total control - instant management reports
- Professionalism – business growth
- Fraud & theft minimisation
- Exceptional level of support

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

Authorised Reseller of



“The system and the service we’ve received from Possum IT has definitely contributed to the growth of our business. I don’t think I could ever run the restaurant now without this system. ”

Kristian Livolsi, Owner, Citrus Restaurant, XO Supper Club, Observatory Function Centre

Kristian Livolsi has worked with many of the luminaries in the hospitality industry, in Australia, Asia and throughout Europe. One of the things he learnt from the best operators is that it is critical, if you want a successful business, to know what your Key Performance Indicators are.

“With the Redcat system from Possum IT, I now know at any time what my best and worst selling items are. I know how to pinpoint what areas need to be improved to increase my average sales per transaction or reduce my costs.”

Kristian says the implementation of the system has definitely been a valuable contributor to the success of his business, especially in relation to reducing fraud and theft. “The system allows you to minimize fraud in many ways, because everything is accounted for – down to the minutest detail. Unfortunately, fraud and theft are a fundamental problem with every hospitality business, and this system helps to overcome that.”

When asked about the level of support he receives from Possum IT, Kristian said “Just totally professional. The system and the services we’ve been given by Possum IT has definitely contributed to the success of our business growth. From little things like organizing the logo on our receipt printers to the exceptional service and support when something goes wrong, whether over the phone or right here on site, has been the difference between us potentially losing thousands of dollars on a busy Sunday morning, or things running like clockwork”

So why Possum IT, Kristian? “After looking at all the other systems, there was not one that was as user friendly as Redcat. All the kids coming out of TAFE’s have been trained on the program, I’d seen the good work Possum IT was doing, their level of service was fantastic and this gave me the confidence to say this is the product and partner I need to establish some good management control systems.”

