



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

### Restaurant/Cafe Owner Says Investment in POS and Business Management System Has Paid For Itself Many Times Over

#### Overview

**State or Region:** South Australia

**Industry:** Hospitality

#### Customer Profile

Tus & John Papatolis own and operate two very successful cafe/restaurants, The Strand at Glenelg and Kava at Murrumbidgee in South Australia. They have a combined near 40 years experience in hospitality, the last 6 of which they have been operating The Strand.

#### Business Situation

To improve financial management, customer satisfaction and staff productivity, owner Tus Papatolis needed a POS and Business Management system that was not only easy to use, but also fully integrated from front of house to back office.

#### Solution

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

#### Benefits

- Customer Service Improvements
- Administration time halved
- Total control - instant management reports
- Productivity gains
- Fast installation and learning
- Improved inventory management

#### 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](http://www.PossumIT.com.au)

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*"If we hadn't implemented the Redcat Point of Sale & Finance System from Possum IT I'd hate to think where we'd be now. You couldn't cater for the standard of business that we expect if we didn't have this system"*

Tus Papatolis, Owner, The Strand & Kava Restaurants

When Tus and John Papatolis took over the Strand restaurant/cafe in the beachside suburb of Glenelg in S.A., they identified four platforms critical to the success of their business - outstanding service to customers, quality food, skilled and personable staff and operating systems to manage the business. The existing POS system did not have all the functionality they needed to effectively manage their business. That's when they evaluated a number of other systems, and decided to implement Redcat's SmartPOS and SmartREST from Possum IT.

Since implementing the system, Tus says the impact on the business has been significant. "The percentages have definitely increased since the system has been installed. It's definitely a productivity enhancer, and the ability of the system to track items and purchases at any given time is brilliant."

The Head Chef now uses his weekly produce report by category to monitor and manage his menu and if items are not moving, he easily knows when to change the menu or run specials around what's selling or not moving so well.

Tus also uses the integrated Financial system which links his wages, debtors, creditors and banking seamlessly to the POS system. "This feature has easily cut 10 to 15 hours per week from the time I spent in administration tasks" says Tus.

Tus adds, "We thought the initial investment was a significant one for the business. But for the efficiency, timesaving and management control the system has brought to the business, it easily paid for itself within two years of its purchase."



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