



**tevalis** +

**COLCHESTER  
ZOO**

## Tevalis hospitality solution enables a major leap forward at this popular wildlife attraction

The Colchester Zoo visitor attraction in Essex is home to rare and endangered species including big cats, primates and birds as well as invertebrates and fish. Opening in 1963, the zoo has grown over the years and includes 24 food and drink catering locations and five retail outlets across a 60-acre site.

### Requirements

The zoo needed to update the EPOS systems used in its two main restaurants and 15 kiosks: two POS in each restaurant, and one or two per kiosk. “We started looking into alternative solutions,” says Caitlin Jones, IT and Systems Administrator, Colchester Zoo. “We’ve grown as a business and faced challenges with our previous system. It was slow, we didn’t have integrated payments, we didn’t have fast access to sales data, or a stock control system. We needed something new. In particular, the legacy EPOS could not identify two separate price bands for Eat In and for Take Out orders. “We also wanted to be able to use tickets for discounts, retaining our Gateway Ticketing solution, and continue working with Sage, Barclaycard and Verifone,” Caitlin adds. “We did our research, looking at systems used by other tourist attractions. This is a unique environment, so we needed something suitable.”

### Why Tevalis?

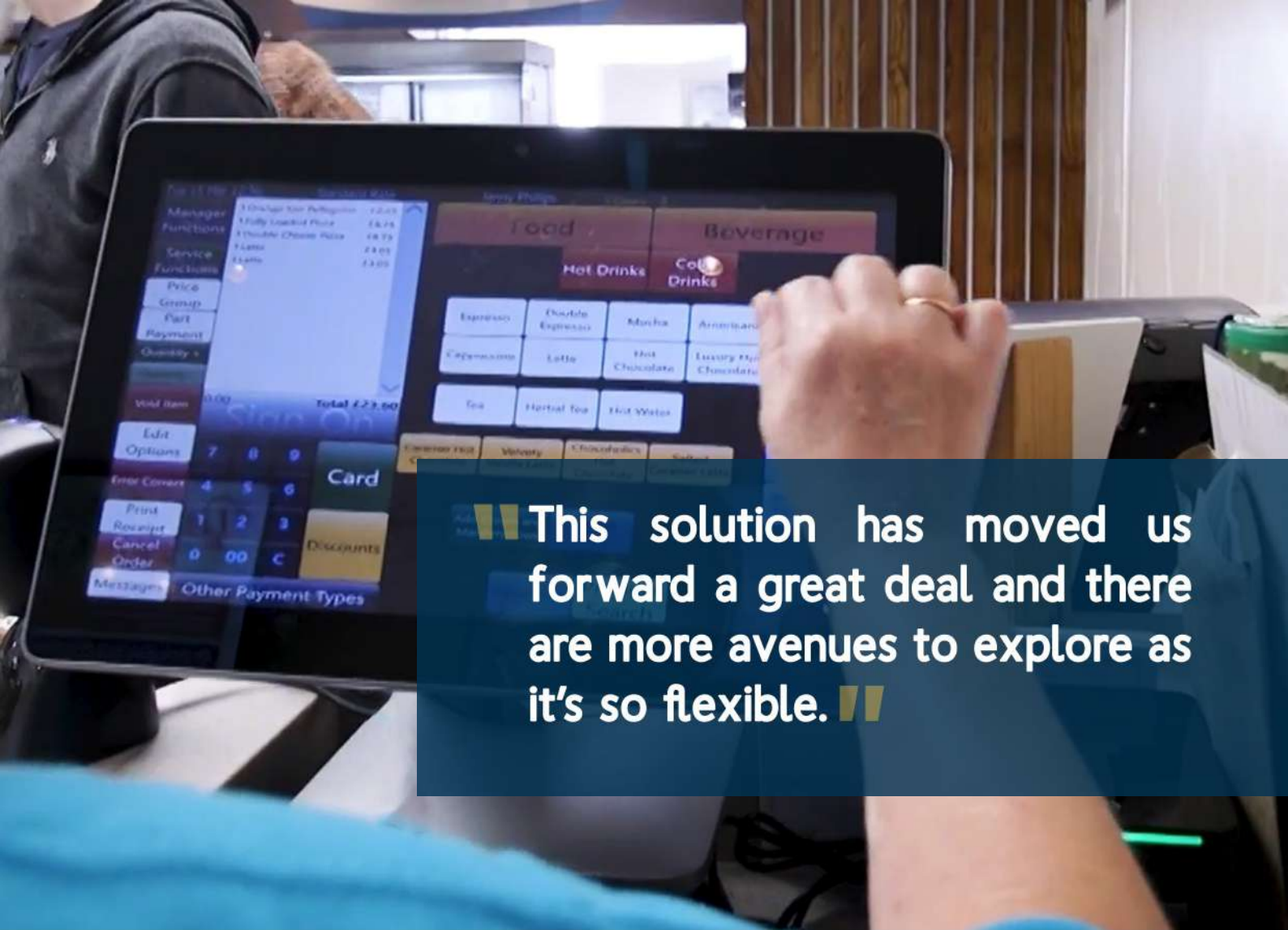
The zoo compiled a wish-list for its ideal solution. Key capabilities included: integration with Sage; integration with existing ticketing and membership software to offer discounts; differentiating between Eat In and Take Out in terms of zero-rated items for tax purposes; and a solution appropriate for kitchen

management as well as front of house. The zoo was also interested in a stock management solution with the ability to transfer stock between outlets.

“We contacted companies and looked at their offerings to make sure they could provide everything we needed,” Caitlin continues. “A few key things were really important, that we definitely needed. Tevalis was so enthusiastic about our business, what we wanted to achieve, what they could offer now and further down the line with future developments. A major factor was the Tevalis reporting system: business analytics that would allow us to make better decisions. The solution offered was a major leap forward compared to our legacy system, providing everything we needed off the shelf.”

### The Tevalis solution

The on-premises solution comprises more than 20 POS, Customer Display Screens, Thermal Printers and Kitchen Management Screens. Tevalis Enterprise solutions include Centralised Management, Business Analytics and Stock Management, with integrations including Gateway ticketing, Barclaycard payments and Sage accounting.



“This solution has moved us forward a great deal and there are more avenues to explore as it’s so flexible.”

Caitlin says, “Tevalis did integrated payments that, along with custom and existing integrations, gave us an all-in-one solution.” We had a short turnaround time: six months to implement between its busiest visitor periods of summertime and October half-term. “The Tevalis team was great, the process could not have been easier. Once Tevalis had all the information we needed to pull together, it handled all our EPOS layouts, sent them for review, and also sorted the new stock system, with training and guidance. It was really straightforward.”

### Benefits

Caitlin says, “The system is so user friendly, a vast improvement on before. Our teams adapted to it very well, in terms of speed of service. It’s really helped by having everything integrated. Some teams work on their own in small kiosks, we have larger teams in the main restaurant including kitchen staff, we have quick services areas, grab-and-go windows and retail locations that are pop-up stands.

Improved communications with a system that makes it all as easy as possible is so important for our operations, especially during our busy season.”

All information required is now on the same platform: “We can make changes across the entire site easily rather than having to sort each individual location. Sharing of information between departments is a massive benefit, with the reporting functionality used by a variety of teams, including Catering Management, Marketing and our Managing Director.”

“We have never had the functionality for our catering and ticketing operations to be linked.

Tevalis has built an integration so we can offer member benefits. For example, when a customer makes a purchase in a catering location, they can now scan their member card to get a benefit applied. Our solution now fully integrates ticketing with all our back office operations allowing for a smoother day-to-day running of our business.”

“The Tevalis solution enables us to make better business decisions: for example, reviewing and changing menus based on what’s selling well and what isn’t. I look at trends in sales, identifying promotional opportunities to push out, or flash sales. And stock management means we can better manage deliveries and allocate stock to all locations from one central area. We also have fully integrated payment options: all our Barclaycard card machines are fully integrated into our tills, and we can take payments seamlessly for all orders.”

Caitlin adds, “It’s so important we have a fully-functioning solution with minimal downtime, so we don’t lose any revenue.

24/7 support from Tevalis is great for a business open seven days a week. They’re easily reachable and everything is sorted fast.

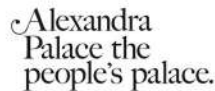
“This solution moved us forward a great deal and there are more avenues to explore, like mobile ordering, kiosk ordering and pickup. Catering is such a big part of our operations and there was a lot of pressure to get it right. I’m proud of how things have worked out, from the initial decision all the way through to how the solution has been implemented and seeing the impact on our business.”

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# Featured Clients

At Tevalis, we pride ourselves on dedication and commitment to all of our clients, whether you're an entertainment venue, group chain of casual dining restaurants or an independent bar. We believe in working with all of our clients in true partnership and are very proud of the fact that regardless of whether the business is a global brand, small enterprise or an individual person, we always provide a professional and committed service, satisfying the varying requirements and budgets of all customers.



## About Tevalis

Tevalis are an award-winning EPOS, Enterprise and Integrated technology solutions provider to the global hospitality industry. Our approach is to provide each client with a 360 fully connected ecosystem of technology that is tailored to their specific business operation. We do this by providing an evolving product set of on-premise, enterprise and integrated software technology solutions allowing our 3000+ global clients to digitally transform their operations through our flexible powerful systems that meet their requirements now and in the future. With more than 8,500 systems installed globally we are a trusted partner.

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