



tevalis

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**V A G A
B O N D**

Get ready to go on a wine adventure like no other with Tevalis and Vagabond

Since opening its first shop in Fulham in 2010, Vagabond Wines has grown rapidly over the years and now provides its stylish wine tasting experience in 11 sites across the UK. They built their brand on a unique concept: enable customers to choose their own experience whilst making wine accessible and enjoyable to everyone.

Requirements

With the ongoing growth of the business, Vagabond Wines needed to upgrade and update its EPOS system. They had been using an off-the-shelf POS, which was a basic build for retail businesses and not designed for hospitality venues, so key functions such as reporting, product creation, and ease-of-use were not fit for purpose for the needs of the company.

“Technology is part of our concept. We have worked with technology since day one because we depend on it for our wine machines. We are known as an award-winning innovative wine bar,” says Mariana Carvalho, Systems and Projects Manager for Vagabond Wines.

“Product creation was a problem. We had to feed four systems for the same product which made our operations very complicated and inconsistent. We are a unique business: it’s hard to adapt to what we do.”

“The main system that we have worked with since opening is our wine machines. They have their own software: they manage the top-up of the cards and the card transactions. The biggest issue we had was that it wasn’t linked to our EPOS system, and we had to duplicate the transactions which created discrepancies. We needed to merge those two systems.”

Why Tevalis?

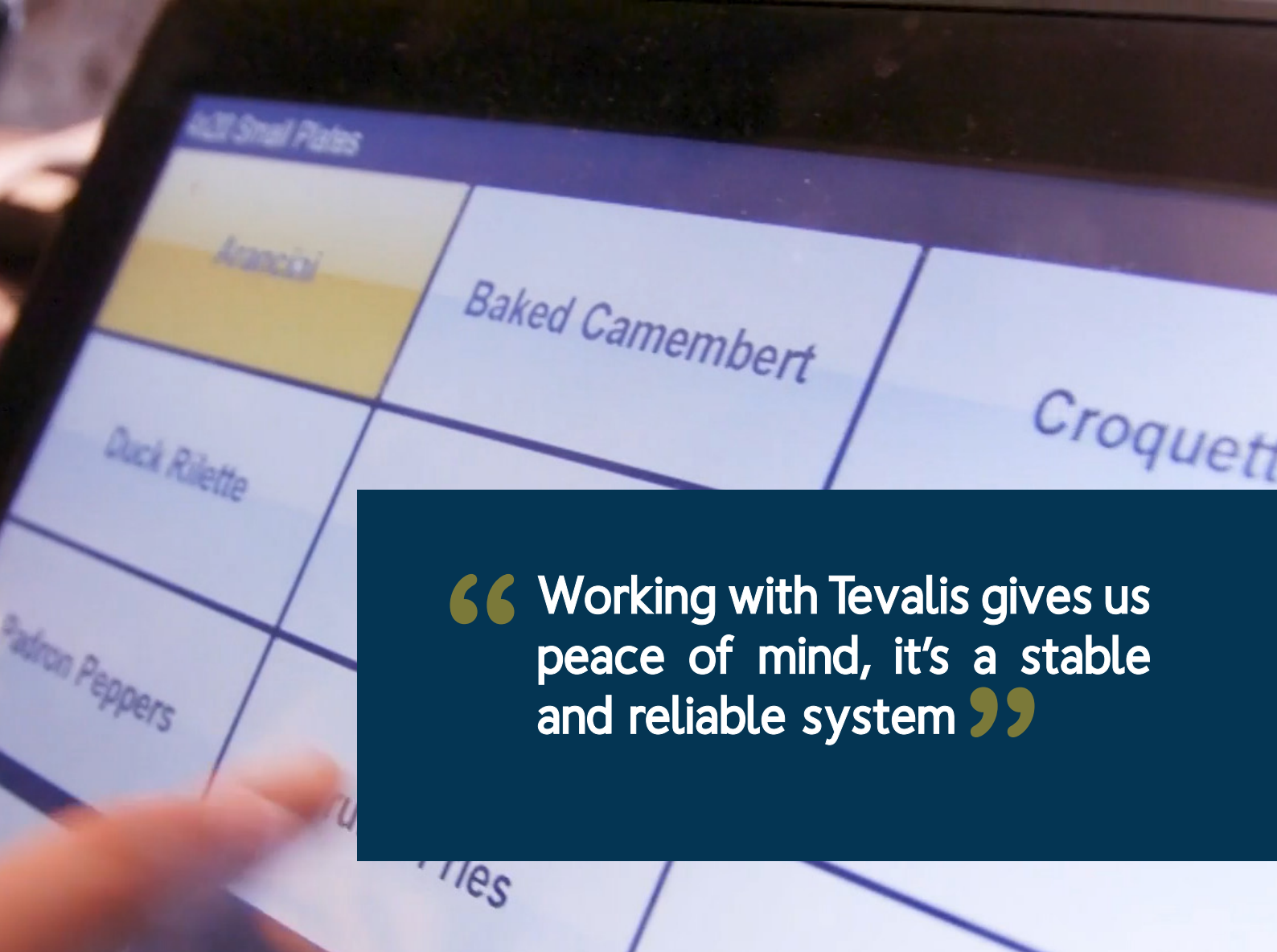
With their unique and complex technology requirements, Vagabond Wines needed an EPOS solution that could integrate their systems and streamline their business operations. Key functionalities included: an EPOS system capable of operating with their top-up cards and wine machines, handheld ordering throughout the venues, and in-depth Stock management that was able to keep track of different measurements as well as the stock of over 100 different wines and food.

“Finding an EPOS system was a long journey. We needed to have POS integration to protect the business against fraud and to make the procedures easier for our team. There were a lot of questions and priorities, and most EPOS systems were not suitable.”

“The first talk I had with Tevalis was positive. After seeing loads of companies, we decided to go with Tevalis. We thought they were flexible in the right way,” explains Mariana.

The Tevalis Solution

Tevalis worked closely with the teams at Vagabond to ensure their multiple sites had the best integrated EPOS solution. Each site had different on-premise requirements, including



“Working with Tevalis gives us peace of mind, it’s a stable and reliable system”

EPOS Touch Screen Terminals, Kitchen Management Screens, Biometric Fingerprint Readers, and TevX handheld ordering technology, which works alongside intuitive management systems across all sites.

The comprehensive solution also utilised integrations with Tevalis’ industry-leading partners, including payments with Dojo, flexible POS with Clover Flex, workforce management with Harri, online order and pay with Mr Yum, and a bespoke integration with Wines By The Glass for their unique wine machines.

Discussing the technology installed, Mariana says:

“They developed functionality that would contact our server, which then allowed us to make sure we accounted for every transaction that was made in the Vagabond cards. I can’t explain how much that helped us.”

The integrations are a key part of the Tevalis Ecosystem, with Vagabond choosing the industry-leading partner systems that will complement their operations, and their implementation has streamlined many processes for the Vagabond teams.

“If they order using the QR code, they will just scan a code, select their items, and pay, and automatically the sale would be sent through Tevalis. It saves a lot of time for teams taking orders. We can spend more time talking to our customers and making sure that they are happy with the service.”

“Before Tevalis, it was very manual”, describes Mariana.

Benefits

The difference between Vagabond’s old system and their new Tevalis integration is huge. Their initial struggles with the two main systems being incapable of direct communication have been rectified and upgraded, alongside the implementation of additional systems and functionalities that simplify business operations across their multiple sites.

“Tevalis puts everything together. Every time a customer wants to top up a card, Tevalis would do the transaction as it integrates with the PDQs and the table system.

“Tevalis gives us a lot of freedom with functionalities, discounts, and easily being able to manage difficult situations: splitting payments, voiding items, error-correcting. The functionalities are simple for our teams, but they are also reportable in a way that we can track. The journals are incredible: you can see what everyone did at any point and it’s great for fraud picking.”

Our consultative approach meant that Tevalis worked closely with Mariana to implement the best technology for the business, ensuring their unique wine machines communicate effectively with the POS and management systems. With their staff now able to focus more on their customers instead of time-consuming processes, the overall customer experience is enhanced with increased opportunities for upselling and higher revenues.

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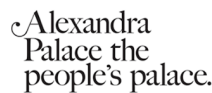


“Tevalis is, for us, the brain of our operations. It unifies all our systems and transactions”



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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