An adoration for innovation: Tevalis and Lulu Wild

Entwining creativity and culture, Lulu Wild is a vibrant restaurant bringing historical Chinese dishes and exciting cocktails to locals and visitors of Birmingham. Part of Enchanted Ventures, a multi-site hospitality group, Lulu Wild has quickly become a favoured venue for bottomless brunch, DJ sets, bubbly drinks, and delicious food.

Requirements

As the third venue in the iconic Enchanted Ventures group, providing creativity and culinary adventures is Lulu Wild's key focus. Alongside sister venues SIAMAIS and Aluna, exceptional customer service is at the forefront of the business model: modernising their hospitality technology was an essential step in maintaining this.

Upgrading Lulu Wild's current EPOS system involved going back to the basics in finding an easier system for their teams. They also needed a more connected system with integrated technology in key business areas, such as reservations and customer loyalty, while more granular reporting was also needed to monitor the business performance and growth.
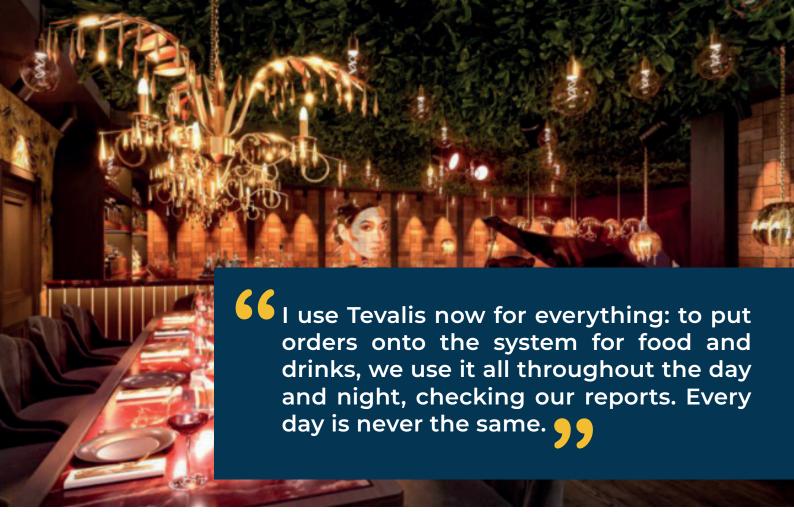
Lauren Dent, Assistant General Manager of Lulu Wild, explains: "Lulu Wild is part of Enchanted Ventures. We have three venues in Birmingham: Lulu Wild, which is a Chinese restaurant, SIAMAIS, a Thai restaurant, and Aluna, a Pan-Asian restaurant." Describing the technology needs of the restaurant, Lauren says: "Lulu Wild and Enchanted Ventures used to use a much simpler EPOS system. We decided to modernise all the venues and use a system that was easier to use, much more reliable, and one we were able to integrate with the systems that we already had in place."

Why Tevalis?

The primary objectives for the upgraded EPOS system were centred on simplifying processes, whilst also focusing on supplying excellent customer service through innovative technology. Discussing their general requirements and longer-term goals with Tevalis' solutions consultants, Lulu Wild already knew we had the best technology to support their business due to our ongoing partnership with its sister venues, so quickly realised that they could achieve their objectives with a complete Tevalis Ecosystem.

The technology requirements included EPOS with user-friendly interfaces that staff could learn quickly; tools for easier management of menus and estate-wide price or stock changes; improved inventory management; and overall better business performance reporting.

Lauren explains: "Having a competent system is massively important, if we had a system that was continually crashing or had limited functions, it wouldn't be a smooth service for our customers. We needed something easy to use yet has a lot of different functions for the day-to-day running of the business." "I use Tevalis now for everything: to put orders onto the system for food and drinks, we use it all throughout the day and night, checking our reports. Every day is never the same. Things are constantly changing, and we can make any changes very quickly and on the spot."

> **I use Tevalis now for everything: to put orders onto the system for food and drinks, we use it all throughout the day and night, checking our reports. Every day is never the same.**

The Tevalis Solution

With their legacy EPOS not providing the functions required for the multi-site operations, a complete system upgrade was necessary for the teams at Lulu Wild.

Lulu Wild now utilises robust yet easy-to-use EPOS and intuitive TevX handheld ordering to serve their customers quickly and efficiently.

Lauren explains: "The EPOS system is the centre of customer service so we need to be able to rely on it. Our Tevalis system is easy to use, and we're able to train our staff quickly. The guest experience flows very smoothly. They're happy that their payments are all made successfully."

Synced with these On-Premise solutions are the cloud-based management tools Business Analytics, Stock Management, and Centralised Management. Stock Management provides essential visibility on all inventory and suppliers, while Centralised Management allows quick changes to be made across all Enchanted Ventures' sites.

"When we're doing our cash-out at the end of the day we can see how many items that we have in stock. We use this data for the ordering in our stock system," explains Lauren.

"We can use it to find out our guests' purchasing trends. What are the top sellers? Do we have any discrepancies with payments, bills, or items that have been ordered? We can look through everything and we have all the data in front of us to use."

Utilising the granular reporting provided by the Tevalis management tools is essential for monitoring business performance, and this can be done at any point in the day. The team at Lulu Wild has found that this extra data and analysis ultimately saves them money and makes their staff much more efficient.

"One of the useful things with Tevalis that we use is the flash sales report. We use that throughout the shift so we can monitor how the shift is going, and how our sales are going, and we can then use this to manage our staffing levels and adjust accordingly throughout the shift. This means that we're then able to fine-tune our labour costs and then reduce any unnecessary spending as we're able to see the data in real-time," describes Lauren.

Completing their Tevalis Ecosystem are key integrations with leading technology partners of Tevalis. Lulu Wild use SevenRooms for simplified reservations, RotaReady for quick workforce management, Como for a comprehensive loyalty platform, and GiftPro for a gift card revenue stream.
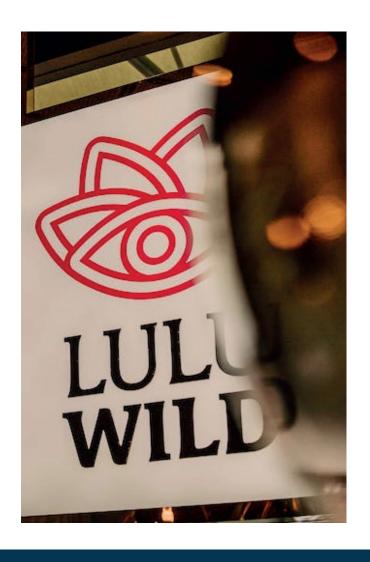
Benefits

Upgrading a complete EPOS system can be a challenging project, yet with Tevalis leading the way with extensive experience and expertise, Lulu Wild now has a comprehensive hospitality solution that provides flexibility and scalability. Previously struggling with outdated POS and a lack of crucial functionalities, they now have technology that is seamlessly connected, communicating essential data on sales and stock, and ultimately saving the staff a lot of time and money.

"Tevalis is very useful to make all the changes needed. Instead of having to go to each individual screen, we can do it all on one, and we can do it ourselves as well. Any changes we do need to make, whether that's editing prices, adding a new item to the menu, or taking items in and out of stock, we can do everything with ease."

Lulu Wild's objectives have been achieved, and the business is seeing uplifts across various areas of the business. Lauren explains some key benefits of their new system:

"We use the reporting for a lot of different things. This can be to see who our top sellers are, and what products are best sellers or not selling. When we are making changes in the business, for instance, if we're changing menus and want to test something out, we can use the reports to look back and see how well it is working. With Tevalis, we actually have the answers right in front of us to use them."

She continues: "I would recommend Tevalis to any other business as it takes the stress out of the day-to-day operations and you can focus on what truly matters to make a successful business happy."

> **" I would recommend Tevalis to any other business as it takes the stress out of the day-to-day operations and you can focus on what truly matters to make a successful business happy. "**

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 independant 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.