

LONDON
SHUFFLE
Club

tevalis

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Everyday we're shuffling with Tevalis X London Shuffle Club

Located in the heart of Shoreditch, London Shuffle Club is the home of the supercharged game of shuffleboard. A brilliant competitive socialising concept that serves a range of customers.

The only UK venue with both lane and table shuffle under one roof, meaning there's a game for everyone.

Requirements

The previous EPOS system London Shuffle Club had presented issues around productivity as it was not time efficient for their staff, meaning they were spending too much time attempting to process orders when the focus was to have more of a customer-centred experience.

As a unique competitive socialising concept with multifaceted needs, London Shuffle Club needed to deploy the right technology infrastructure across all partners so they can easily replicate as they grow as they have big plans to grow across Greater London and other major cities within the UK.

Miguel Franco, Operations Director at London Shuffle Club, explains: "There were limitations in terms of our analysis and data, and the reliability of that. So what we wanted was an end-to-end solution that would allow us to track everything that would come into the venue and as we sell it".

Why Tevalis?

Considering the anticipated expansion of the business, it became imperative to implement a system that possesses the requisite flexibility and scalability to future growth.

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Tevalis stood out for our robust on-premise and back-office solutions, particularly in reporting and stock management, along with the flexibility of our integrations. Seamless integrations with leading platforms and software were another key objective, alongside more granular reporting, and accurate stock management.

Specific requirements for the new technology ecosystem included: comprehensive reporting across all areas of the business, easier management of stock and inventory across all sites, specific integrations for improving the customer journey and simplifying processes, and ultimately a fully connected system with direct and accurate cross-technology communication.

Miguel's initial meetings with the teams at Tevalis were positive: "Before, we had some issues around productivity, so it was not the easiest system or the most flexible system for the team to use and meant it was wastage of time in terms of processing orders, the most basic things. There were also some limitations in terms of the analysis and reporting and the reliability of the data we had."

He explains that "Tevalis were great from the beginning, and listened to the needs of the business and how they could support that. The planning of the roll-out was critical, as you stop using the old system one day and you have another one the next day. Tevalis' roll-out of our new solutions was very well planned, with a very well communicated timeline and good project managing."

“I get automated reports every day, so I can see how much we traded on the previous day. Tevalis' Stock Management tool also allows us to track our stock daily and export reports for auditing.”

The Tevalis Solution

Undoubtedly, London Shuffle Club required a comprehensive hospitality ecosystem implemented that would grow alongside their business. Their teams quickly recognised Tevalis' flexible and effective approach, and the potential for a lucrative and long-term partnership.

Together, our various teams developed a complete and connected ecosystem with EPOS terminals synchronising seamlessly with cloud-based management modules Business Analytics, Stock Management, Centralised Management & CRM.

Improving stock management across their sites was imperative to improving operations, and with the Tevalis Stock Management module now managing their inventory, London Shuffle Club can optimise their products and services.

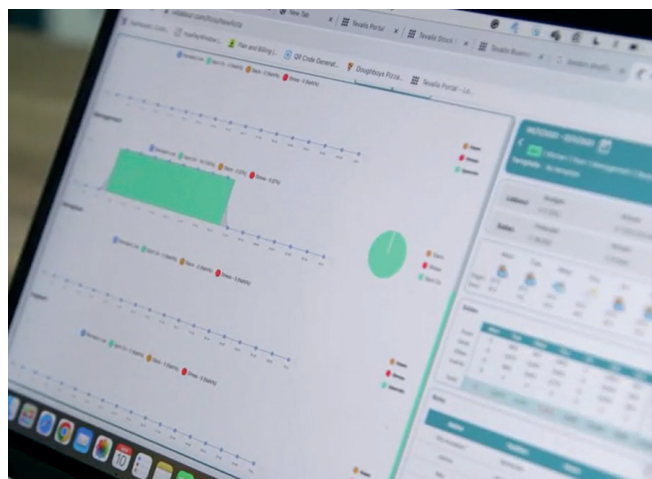
“I get automated reports every day, so I can see how much we traded on the previous day. Tevalis' Stock Management tool also allows us to track our stock daily and export reports for auditing,” explains Miguel.

Miguel goes on to explain; “The planning and designing of the menus is key, so being able to see the margins for key products and optimise the performance is imperative.”

Completing their tailored ecosystem are several integrations with Tevalis' industry-leading partners. Their teams now utilise S4 due to its singular platform encompassing both rotating and payroll functions, streamlining the overall processes.

HGEM earned favour from LSC with their impressive platform and diverse guest experience management solutions, coupled with robust integration capabilities.

And finally, Wireless Social was chosen by London Shuffle Club for its capability to personalise guest Wi-Fi experience, provide various login options, and seamlessly integrate with other hospitality partners, contributing to a comprehensive and interconnected tech stack.



Benefits

Implementation of the new Tevalis ecosystem has brought significant changes to the way the business operates, paving the way for future expansion with confidence in the improved digital strategy.

The team at London Shuffle club are benefiting from our robust and reliable EPOS, granular reporting and analytics through intelligent software, and insight into essential business performance data. Further expansions can be planned without concerns around the scalability of their technology, meaning focus can be placed on more complex and time-consuming areas.

Miguel describes his experience with Tevalis:

“Implementing Tevalis has been a significant investment for us, we are happy with everything it has enabled us to do and ultimately, helping us to grow as a business. Having not worked with them before, I am very impressed with how effective and powerful their solutions are.”

He continues: “Ultimately, we want our customers to enjoy the game when they are playing and to enjoy the hospitality when they are not playing or enjoy the game and the hospitality at the same time.

The last thing when you go into a venue to spend a lot of time trying to order or trying to pay and so to allow is allowed us to reduce the time of those interactions, we take the orders straight away where the customer is and we can take payments straight away, and Tevalis allow us to do that.”



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Langan's



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