



## Napoleons Casino: Empowered by Tevalis for a Winning Experience

**Napoleons Casino operates across 5 sites in the North of England, offering excellent gaming, Poker facilities, vibrant bars, and award-winning restaurants. Also the home of Owlerton Greyhound Stadium and Conference Centre in Sheffield.**

### Requirements

The A&S Leisure Group Ltd is the home of Napoleon's Casino, which operates 5 casinos in the North of England. They're also the owners of the OEC and Owlerton Stadium in Sheffield. They previously used a local based till service, which was very independently run and difficult to maintain, upload to and run remotely. Data that they needed to send to their head office had to be processed manually, and then faxed to their head office. They needed a POS system that could integrate with various ancillary services, such as streamlined payments and trackable reservations. These integrations were crucial for streamlining operations and providing a seamless experience for both the casino and its customers.

For Napoleons Casino to update prices and amend products, this required visiting individual sites and manually inputting changes. They sought a solution that would allow for remote updates, significantly reducing the time and effort spent on these tasks.

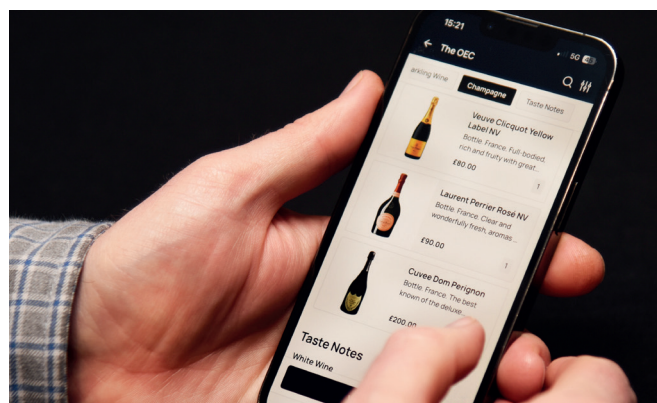
### Why Tevalis?

Napoleons Casino selected Tevalis as their preferred POS system for several compelling reasons. A primary factor was Tevalis's seamless integration with other technology solutions, such as customer reservations. Craig Carrington-Allsop, the Group Hospitality Manager for The A&S Leisure Group Ltd, explains, "We were introduced to Tevalis at a restaurant trade show and took it from there. Beyond its integrations and ease of use, we needed to transition to a digital platform for our online bookings and optimise table

occupancy. Previously, we relied on a manual diary that staff filled in and closed out, but we wanted to streamline this process and gain trackable data."

The intuitive Tevalis POS system also gave them the ability to export data for their head office, which was crucial for Napoleons Casino. They wanted a system that their head office could easily collate data remotely from each site. As Craig states, "Before Tevalis, figures that we needed to send to our head office, running reports and exporting data, we had to collate on manual sheets."

Craig continues "It was very labour intensive, and we relied heavily on staff on site filling out manual sheets to record figures. This unfortunately led to an extensive amount of human error, of which we then sent this data via post or fax to our head office. With Tevalis, we're able to export granular data for our head office and streamline operations."





“Tevalis allows us to instantly analyse the sales as all our data is pulled through automatically in real-time including wastage and customer complimentaries. Our administration processes have decreased and our overall business efficiency increased.”

## The Tevalis Solution

Napoleon's Casino needed a comprehensive hospitality ecosystem that could grow with their business, with a cloud-based solution that could easily export data from. They quickly recognised Tevalis' flexible and effective approach, seeing the potential for a lucrative, long-term partnership across all their sites.

Our teams collaborated to develop a complete and connected ecosystem. Each business was equipped with user-friendly EPOS terminals that seamlessly integrated with cloud-based management modules for Business Analytics, Centralised Management, and Stock Management.

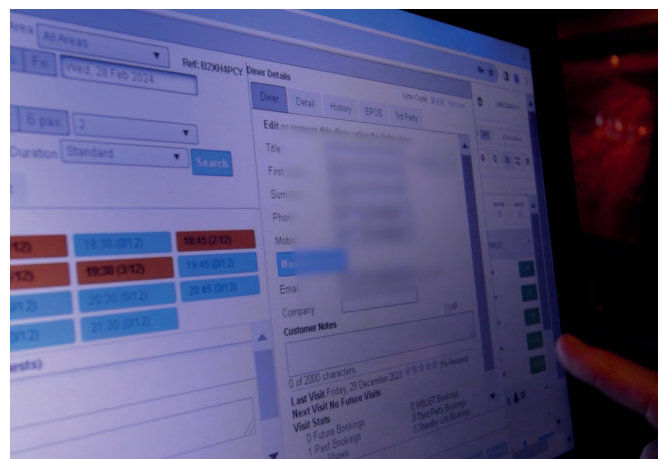
Advanced reporting was a key requirement for the teams at Napoleons Casino. Craig describes his experience with the management tools installed:

“Previously, we used a stock management system that wasn't integrated with our tills. This meant that members of staff had to import the sales data, count the stock and check it manually.”

“With Tevalis, it allows us to instantly analyse the sales as all that data is pulled through automatically, including wastage and customer complimentaries.

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

Completing Napoleon Casinos tailored ecosystem with Tevalis' industry-leading partner Paymentsense for efficient payment services, ResDiary for integrated reservations platforms enable simplified management of bookings in one easy-to-view space. and Intelligent Gaming for recording sales, customer complimentaries and tracking spending.





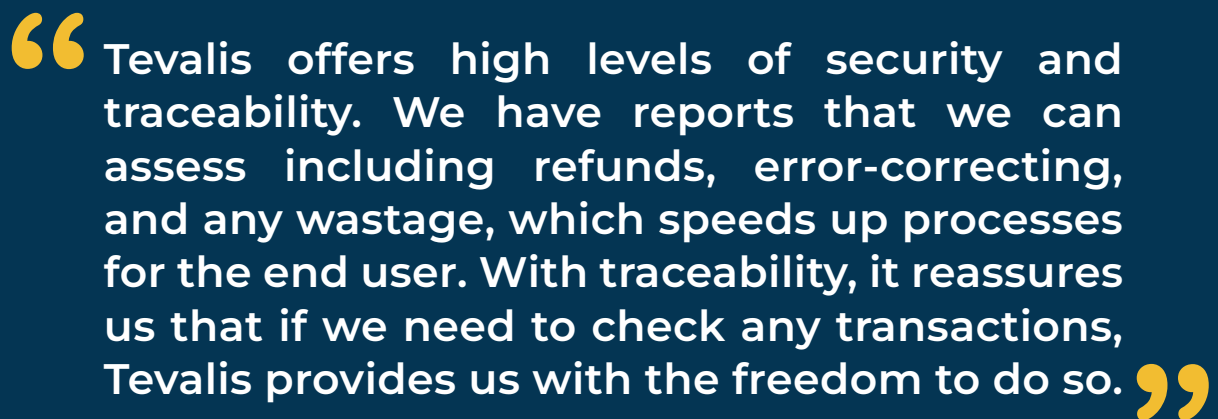
## Benefits

Implementing the dynamic Tevalis ecosystem has significantly transformed the way Napoleon's Casino operates. The extensive benefits experienced across all their sites have instilled confidence for future expansion.

Teams now benefit from our robust and reliable EPOS, which offers detailed reporting and analytics powered by intelligent software, providing valuable insights into critical business performance data. With the scalability of technology no longer a concern, they can focus on more complex and time-consuming areas when planning future expansions.

"We've been a customer of Tevalis now for 10 years, and the partnership has grown from strength to strength. Many of our staff have worked with other EPOS systems from other providers in the past and have said that they've all been impressed with what the Tevalis system has to offer." Craig explains.

"Tevalis offers high levels of security and traceability. We have reports that we can assess including refunds, error-correcting, and any wastage, which speeds up processes for the end user. With traceability, it reassures us that if we need to check any transactions, Tevalis provides us with the freedom to do so."



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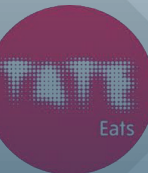
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[www.tevalis.com](http://www.tevalis.com)

0330 002 2777

[sales@tevalis.com](mailto:sales@tevalis.com)

@tevalis.epos

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