GRIND

ABOUT

- Speciality coffee, cocktails, and food
- 10 locations across London
- Mix of café-bar and restaurant concepts
- Heavily utilize Revel's open API, Kitchen Display System (KDS), and reporting tools

HISTORY

Now comprised of 3 café-bars and 7 restaurants, Grind started as a single location espresso bar determined to disrupt the competitive coffee scene in London. As an early adopter of the Revel platform, Grind chose to replace their original ePOS system with Revel when it launched in the UK market in 2013.

Grind routinely pushes the boundaries of Revel's expansive capabilities by taking advantage of the open API, creating a number of customised solutions that integrate seamlessly to the Revel till. These customizations, including the creation of their own loyalty app through a third party integration, allow Grind to be "as data-driven as a tech startup," according to Grind Creative Director Ted Robinson.

"Revel empowers the person making the coffee, and the person sitting in the boardroom, to do a proper analysis of data in real-time, better communicate with staff, and generally make less mistakes. That level of insight is absolutely key, and one of the most valuable tools that we have in the business."

- Ted Robinson, Creative Director, Grind

THE CHALLENGE

Co-founded by a tech professional, Grind knew early on that the brand needed a scalable ePOS solution as the company evolved. It was critical to empower operators to make decisions with real-time data, help staff be more efficient, and avoid costly mistakes.

THE SOLUTION

Revel's powerful, real-time reporting capabilities give Grind operators money-saving data points on the fly, whether it be slow sales periods which result in sending an employee home, or menu items that aren't moving. To increase accuracy in the kitchen as orders scale with the business, Revel's Kitchen Display System (KDS) helps dramatically reduce order errors.

6 YEARS RUNNING ON REVEL SYSTEMS

RESULTED IN

Informed decisions with real-time reporting	Improved communication with kitchen staff	Customised features through Revel's open API

Revel
SYSTEMS

Give us a call at +44 20 3808 1036 (Select Option #1) or email info@revelsystems.com to connect with a Revel expert.