

GRIND

- 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



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**

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.

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.

"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 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.



For more information, please visit revelsystems.com or call +1 (833) 437-3835