

# Case Studies

## The Client: Three Bags Full

Following previous successes with Liar Liar and APTE, Nathan Toleman has created yet another top Melbourne Café, Three Bags Full.

### The Problem:

Surprisingly, Three Bags Full commenced operations without a POS System. Their thoughts were that a docket system was more personal. However, due to popularity of the café they quickly became swamped with processing dockets.

### The Decision:

Before opening Three Bags Full, Nathan worked briefly for Hellenic Republic where he used RedCat. They investigated another system as well, at a similar price point, however RedCat had much more functionality and was much easier to learn.

“Having used RedCat I was fully aware of its capabilities so obviously they were the first people we talked to.”

Nathan Toleman, Owner



**“Service is the cornerstone of our success and our staff were spending too much time dealing with dockets rather than on the floor looking after customers.”**

Nathan Toleman, Owner

### The Outcome:

“The RedCat System had an immediate impact on the business. Firstly, it was quick to implement and easy for everyone to learn which is also important when training new staff.”

“Importantly, it immediately improved the productivity of the business. Our staff were able to spend much more time on the floor catering for customer needs rather than standing at the counter adding up dockets.”

“RedCat has streamlined the whole ordering process and enabled us to get coffees and food back to the customer more quickly and without doubt, it has improved the customer experience. Certainly it has cut the time taken

for customers to pay their bill and allowed us to turnover tables more regularly.”

“Another area where RedCat saves us money is accuracy. Under a manual system inevitably items get missed and while they are small, they quickly add up. The RedCat System has virtually eliminated these oversights.”

“In addition, it has cut down administration time in collating and totalling dockets to input sales figures into our Accounting System.”

Nathan Toleman, Owner



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