

eat**drink**



A new IT generation at Domaine Chandon.

It's not everyday an established business with well sounded systems in place makes the quantum leap to overhaul its IT-infrastructure – and in particular, its Point of Sale (POS) systems.

Moët & Chandon's Australian winery, Domaine Chandon, did just that.

Nestled in the picturesque Yarra Valley an hour out of Melbourne, the Green Point site was selected as the ideal location on which to produce premium sparkling and still wines. The vineyard area is 44 Ha and is planted to Chardonnay, Pinot Noir, Pinot Meunier and Shiraz.

The stylish venue was established in 1986. Domaine Chandon offers an intriguing insight into the winemaking history of Moët & Chandon via guided and self-guided tours.

IT transformation

Prior to the IT overhaul, the staff at Domaine Chandon were bogged down in the ordering process, spending far too much time on each and every order.

The time added up – especially on busy days where the restaurant alone serves 700-800 covers during lunch.

The internal IT department at Domaine Chandon set out to source a POS provider to achieve their specific requirements.

The venue required a fast and easy-to-use system so staff with little training could master it quickly.

The same system was to be implemented throughout the restaurant, retail and cellar door areas with detailed information and statics available for each three key areas.

Cellar Door Manager Steven Downes says the recent IT face-lift has resulted in a dramatic increase in efficiency of the day-to-day running of Domaine Chandon.

“We love how simple our new ordering process is, due to the well set-out menu design,” he says. “Staff are not intimidated at all.”

Steven says one of the benefits of the new POS system is the speed that staff picked it up.



“Previously, new staff would start with us and over the course of two or three weeks we would teach them the (existing) system,” he says.

“New staff now use ImPOS on their first day and pick it up with absolutely no confusion at all. There are no hold-ups and they can spend more time with customers.”

Much deliberation and research was invested in the integration with existing software, EzyWine, which manages the accounting systems for Domaine Chandon. Previously, all sales data was entered into the system each Monday, which would take the entire day and required one person to be dedicated to the task from start to finish.

“ImPOS designed a specific module that converts all sales data at the end of each day into a format that is instantly updated to EzyWine,” Steven says. “The administration is now achieved in a couple of minutes – it’s fantastic and leaves no room for manual error.”

Six months of investigation and several weeks of customisation resulted in a system adept to meet the needs of the winery.

“Had we of known just how much more efficient and easier the implementation of our new POS systems would have been, it would have been done years ago.”