

Hakkasan

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eConnect Delivers Big for Hakkasan

eConnect Helps Improve the Bottom Line Profits for Hakkasan Nightclubs

The Challenge

With 145 POS terminals across 3 venues, the Hakkasan Group of Las Vegas had many challenges when it came to preventing theft, collusion and staff errors. They had 220 employees consisting of bartenders, servers and cashiers who also handled cash. With millions of dollars in transactions on any given weekend, the team at Hakkasan was in dire need of a solution that could give them visibility into all suspicious transactions.

The Solution

- Integrated **POS Connect** with the existing InfoGenesis POS and Geovision Surveillance
- System was configured to pull real-time transactions from each POS terminal
- Transactional data was synchronized with the surveillance camera streams overlooking the bars and cashier booths
- Custom exception-based reports were created in the system to alert investigators of problems with theft, collusion or cashier error
- Hakkasan hired eConnect's LiveAnalyst team to remotely investigate the venues

"The system has absolutely changed the behavior of the staff members. And the IT's had a tremendous impact on organization in the first 6 months."

Kim Schioldan - VP of Security Risk Management

Results Achieved

Here are the results that were achieved in the first year::

- Over \$500,000 in savings within the first 12 months
- 24 substantial investigations concluded successfully
- Bartenders caught serving drinks without ringing them into the cash register, then transferring the money to the tip jar
- Door cashiers were caught keeping money after transactions were complete
- Bartenders were caught ringing up items on checks that would eventually be comped by managers
- Bartenders serving drinks then ringing them up in the POS as Spill/Waste
- Door cashiers accepting tips to let people in the door for free
- Over the first 12 months, illicit transactions went down by 30%. This was due to the change in behavior after many staff members were terminated

ROI in the First 6 Months



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eConnectGlobal.com | 702-523-8786 | sales@econnect.tv