

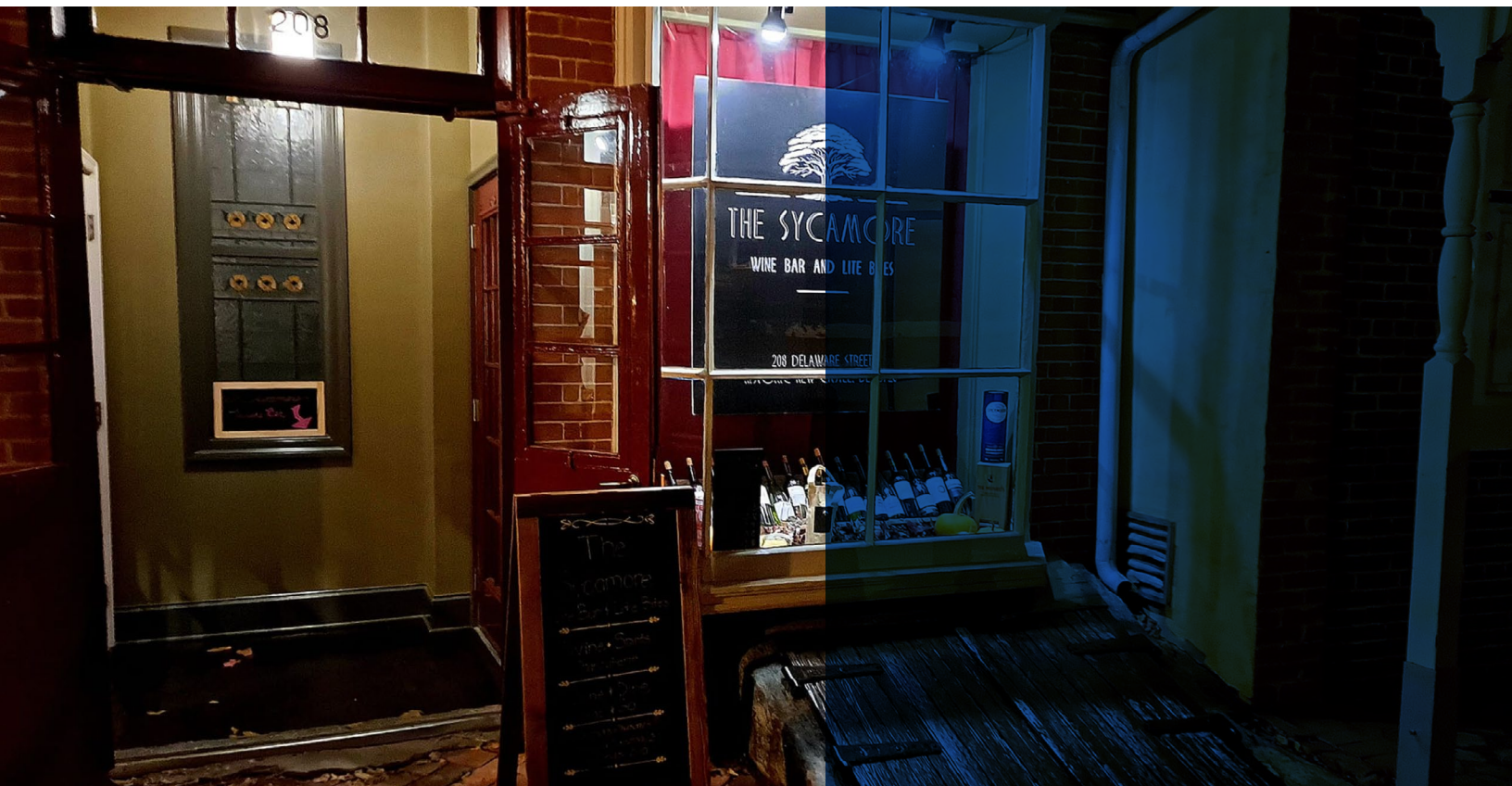
CASE STUDY



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OVERVIEW

Sophistication and Innovation Uncorked in Historic New Castle, Delaware

Sycamore Wine Bar is a distinctive venue located in the historic heart of New Castle, Delaware. Famed for its outstanding wines, which can be difficult to find due to their rarity and high quality, the selection includes varieties from esteemed wine regions such as France, Israel, Bulgaria, Argentina, and Spain. The bar also boasts a collection of top-shelf spirits celebrated for their elegance and smoothness. Set within the lower level of a centuries-old building in New Castle, featuring exposed brick, stone walls, and a visible well, the bar radiates a speak-easy vibe in its charming historic atmosphere.

COMPANY

Sycamore Wine

INDUSTRY

Wine Bar

FEATURES

All-in-One Point-of-Sale (POS)

Handheld POS

GoTab + WineEmotion Integration

Manager Dashboard



THE SITUATION

Sycamore Wine Bar aims to create unique wine experiences for its guests. They specialize in personalized wine suggestions based on their guests' flavor preferences. This makes the guest tasting journey more enjoyable and encourages exploration. While there is no kitchen onsite, they offer charcuterie boxes for different diets, including vegan and meat choices. They also provide fresh baked goods, like croissant sticks and truffles, from a local bakery.



Integrating GoTab with WineEmotion lets guests explore wines at their own pace with custom pour sizes, while staff provide personalized service—seamlessly blending timeless wine discovery with modern convenience and operational efficiency.

—Dominick, Co-Owner

THE SOLUTION

The GoTab and WineEmotion system empowers customers to order and pay directly with RFID cards, increasing convenience and minimizing wait times. The solution integrates smoothly into current operational processes, allowing for effective management of orders and transactions without requiring a large service team. Additionally, it provides comprehensive analytics and reporting capabilities, helping Sycamore Wine Bar monitor sales, grasp customer preferences, and evaluate operational performance. Guests can choose to arrive without a reservation or book in advance for a more guaranteed experience. Frequent visitors typically prefer making reservations to secure their favorite seating arrangements, such as intimate corners situated by a century-old landmark.

THE BENEFITS



Elevated Guest Experience

Sycamore Wine Bar redefines wine tasting by combining historic charm with cutting-edge self-pour technology, allowing guests to explore rare global wines at their own pace with personalized recommendations.



Operational Efficiency with a Personal Touch

The integration of GoTab and WineEmotion streamlines service, enabling efficient ordering and payment—minimizing wait times while freeing staff to focus on tailored, high-touch hospitality.



Smart Insights, Seamless Service

Real-time analytics empower Sycamore to understand customer preferences, optimize inventory, and maintain a lean, effective operation—all while delivering a sophisticated, reservation-optional experience in a uniquely atmospheric setting.



More Than a POS



GoTab is a restaurant commerce platform designed to optimize **experiences and efficiencies**. Unlike **legacy POS systems**, we are the only platform that prioritizes the guest at the center of the experience. We operate in all hospitality spaces from **fast casual and fine dining** to resorts and entertainment venues with all the stops in between.