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Back Office
By Buyers Edge Platform



Driving Success Across 22 Locations: How Hops n Drops Leveraged TipHaus and Back Office

CUSTOMER NAME:

Hops n Drops

INTERVIEWED:

Kevin Eggen, CEO

PROJECT OBJECTIVE:

Hops n Drops faced challenges in ensuring efficient tip distribution, payroll, and back-office operations across its 22 restaurant locations.

INTRODUCTION

Hops n Drops, a thriving restaurant chain with 22 locations across multiple states, faced significant challenges in managing tip distribution, payroll, and back-office operations. With the complexities of scaling their business and maintaining efficiency, **they turned to TipHaus and Back Office by Buyers Edge Platform for a transformative solution.** Kevin Eggen, CEO of Hops n Drops, shares how these tools streamlined their operations, enabling seamless growth and empowering their team.

CHALLENGE

- **Time-Consuming Payroll Processes:**

Hops n Drops relied on spreadsheets for calculating and distributing tips, a process that consumed hours each week. Tips were counted manually and distributed in envelopes, creating inefficiencies and leaving room for human error.

- **Operational Inefficiencies Across Locations:**

Maintaining consistency and efficiency in inventory control and financial reporting was a constant struggle. GM's lacked centralized tools to make data-driven decisions, leading to fragmented workflows.

- **Compliance and Accuracy Risks:**

The manual payroll process exposed the team to potential legal compliance issues and payroll inaccuracies. Without automated checks, ensuring accuracy and transparency required significant oversight.

SOLUTION

Hops n Drops Implemented TipHaus and Back Office

By integrating TipHaus and Back Office, Hops n Drops revolutionized their approach to operations. TipHaus automated tip calculations and payroll processes, reducing errors and enhancing compliance. Back Office centralized key operational data, giving GMs access to tools like weekly profit and loss reports, inventory management, and actionable insights to optimize operational and financial performance. Together, these platforms simplified workflows, **slashed payroll time to just 15 minutes**, reduced inventory management time by **90%**, and empowered GMs to make impactful decisions efficiently.

“TipHaus and Back Office have been game-changers for our operations. We've cut payroll time down to 15 minutes and given our GMs the tools to make smarter decisions. It's enabled us to stay small and efficient while growing big.”

Kevin Eggen, CEO

RESULTS

15 Min

Payroll processing
time

3 Hour

Inventory and P&L
reporting across 22
locations

90%

Reduction in time
savings for inventory



Scan this QR code to listen to
Kevin's experience

Learn how your restaurant can elevate its operations with cutting-edge automatic tip calculation and distribution technology. Get in touch with our sales team at **sales@tiphaus.com or 401.375.2536**

