

# CASE STUDY



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## OVERVIEW

### Bear Cave Brewing's Big Pivot: Why a Minnesota Brewpub Left Toast Behind for GoTab

When Bear Cave Brewing opened in Hopkins, Minnesota, in May 2022, it was built to be more than a brewery. With 52 self-pour taps, stone-fired pizzas, live music, and four stories of unique spaces, the venue quickly became a community hub. But early success was slowed by challenges with Toast, their original POS, which caused pre-authorization errors, split tabs, and revenue losses of up to \$1,000 a month. Switching to GoTab solved those issues, integrating seamlessly with iPourIt's self-pour technology and unifying food and beverage service into a single guest experience. Today, Bear Cave thrives with streamlined operations, reduced complaints, and greater efficiency.

## COMPANY

Bear Cave Brewing

## INDUSTRY

Brewery, Taproom & Restaurant

## FEATURES

- All-in-One Point-of-Sale
- Handheld POS
- GoTab Pass RFID
- iPourIt Integration
- Tripleseat Integration



## THE SITUATION

From day one, Bear Cave Brewing set out to do something no other venue had attempted in Minnesota: combine a full-scale brewery with self-pour technology, app-based ordering, and scratch cooking. The concept attracted crowds, but the technology behind it faltered. Toast, their original POS provider, created confusion with duplicate tabs, failed pre-authorizations, and monthly revenue losses that sometimes exceeded \$1,000. Guests were frustrated, staff spent time troubleshooting, and the team worried about maintaining hospitality at scale.



**Now I don't have anybody complaining about duplicate charges or tabs. GoTab eliminated the headaches, and that makes all the difference.**

**—Daniel Murray, General Manager**

## THE SOLUTION

When GoTab entered the picture, General Manager Daniel Murray was hesitant to switch. But once the system was in place, the difference was immediate. GoTab reduced pre-authorization amounts, eliminating costly errors. Integrated with iPourIt, it combines food and beverage into one seamless tab, reducing guest complaints and restoring confidence in the experience.

Just as importantly, GoTab gave Bear Cave the flexibility to run a 17,000-square-foot space with a leaner team. Orders flow easily from rooftop to basement, labor stays tight, and staff can focus on hospitality instead of technology issues. What began as a skeptical pivot has become the foundation for Bear Cave's success: an ambitious brewpub concept powered by a modern system that works in the background so hospitality can shine in the foreground.

## THE BENEFITS

- ✓ **Seamless Tabs, Happier Guests**  
GoTab integrates with iPourIt to unify food and beverage tabs, reducing confusion and guest complaints.
- ✓ **Financial Control, Fewer Losses**  
By eliminating failed pre-authorizations they were experiencing in Toast, GoTab stopped monthly revenue losses that once reached \$1,000.
- ✓ **Lean Staffing, Smooth Operations**  
The platform allows Bear Cave to manage a 17,000-square-foot, multi-level venue with a smaller team, without sacrificing service.



## 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.