

CASE STUDY



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OVERVIEW

Powering Houston's Largest Outdoor Pickleball Destination

Bumpy Pickle in Houston's East End combines nine pickleball courts, five sand volleyball courts, cabanas, a full bar, and a scratch kitchen into one high-energy social destination.

Guests move seamlessly from court reservations to food, drinks, retail, and private events. Managing that complexity requires more than a traditional POS system. It requires an operating platform that keeps every revenue stream connected while preserving hospitality across a large outdoor footprint.

With GoTab, Bumpy Pickle unified QR ordering and payment, kitchen operations, bar service, retail, and integrations with REX and Tripleseat—creating a scalable operating model that helps the team serve more guests efficiently while laying the foundation for future expansion.

COMPANY

Bumpy Pickle Pickleball and Volleyball

INDUSTRY

Eatertainment

FEATURES

- QR (Mobile) Ordering & Payment
- All-in-One Point of Sale
- Kitchen Display System
- REX Integration
- Tripleseat Integration



THE SITUATION

Bumpy Pickle serves hundreds of guests across pickleball courts, sand volleyball courts, cabanas, bars, and event spaces. Guests may reserve a court, order drinks between matches, attend a corporate event, and purchase branded merchandise—all in a single visit.

That variety drives revenue, but it also creates operational complexity. Staff were spending too much time taking orders and tracking down guests across the property. As programming expanded, leadership needed a more efficient way to serve a large venue without sacrificing hospitality.



I have always felt that [GoTab is] part of our team. It feels like my account manager is sitting at the table with us.

—Amanda Guillory, Director of Operations

THE SOLUTION

Bumpy Pickle implemented GoTab to connect every part of the operation. QR codes assigned to each table and cabana allow guests to order from anywhere, while GoTab's KDS routes orders directly to the kitchen and bar.

Integrations with REX for reservations and Tripleseat for private events create a seamless experience across every revenue stream. The result is a labor-efficient operating model that supports high-volume service and gives staff more time to focus on guests.

THE BENEFITS

- ✓ **Reduced Labor Without Sacrificing Hospitality**
Cut staffing needs by five to six positions while maintaining a high-touch guest experience across the venue.
- ✓ **Unified Reservations and Ordering**
Integration with REX connects court bookings directly to GoTab for a seamless guest experience from reservation to payment.
- ✓ **Streamlined Private Events**
Integration with Tripleseat syncs event details with GoTab, creating a smooth experience for planners, staff, and guests.
- ✓ **Built to Scale**
Provides a repeatable operating model that supports continued growth and future locations.



More Than a POS



GoTab is an entertainment 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.