

HOW H&LM GROUP STREAMLINED MULTI-VENUE MANAGEMENT WITH EAGLEI360

ABOUT THE VENUE:

Hotel & Leisure Management (H&LM) Group oversees four Victorian venues, Mail Exchange Hotel, Welcome Stranger Hotel, Lower Plenty Hotel and Epping Plaza Hotel, ensuring each operates efficiently, compliantly and consistently.

H&LM's approach is built around people - both team and customers. The group aims to create a welcoming, safe, and consistent experience across all venues by focusing on exceptional service, compliance, and professionalism. Staff receive ongoing training and clear processes to ensure every guest enjoys the same high standard of hospitality, no matter which H&LM venue they visit.

THE CHALLENGE:

Limited Group Visibility & Time-Consuming Reporting

Before adopting EAGLEi360, each venue operated on manual processes for reporting and analysis. Data had to be exported, cross-checked and compiled into spreadsheets - a time-consuming exercise that often-delayed decision making and introduced small errors.

Without a unified system, group-wide visibility was difficult. Comparing performance or updating the executive team required significant back-and-forth.

The group knew they needed a centralised platform when it became clear that managing everything manually was slowing us down.



"Before using EAGLEi360, a lot of our reporting was manual, which took time and often caused delays or small errors. Even checking EGM rankings meant downloading data and running the numbers ourselves."

Harsh Singh
Gaming Operations Manager - H&LM

THE SOLUTION:

A Centralised Platform for Everything

EAGLEi360 has given H&LM Group a single, integrated platform that brings together data from all four venues.

Daily performance reports are now delivered automatically, removing the need for manual exports or multiple log-ins.

CEO's and venue managers can see the data at the same time!

Group-level access means executives and venue managers can view the same data at any time - eliminating unnecessary communication loops and enabling more efficient, aligned decision-making.

"Instead of downloading reports or logging into OSS, I receive a daily email from EAGLEi360 with all the relevant information from the previous day's trade, which makes everything much easier."

"Group-level access means the CEO and venue managers can see the same data, which cuts out a lot of back-and-forth and makes the sites more efficient."

THE RESULTS:

Faster Insights, Stronger Oversight

With EAGLEi360 in place, reporting that once took hours now happens instantly. Venue managers and the executive team have real-time visibility into performance, allowing them to focus on strategy rather than spreadsheets.

The group relies on several of EAGLEi360's key reports:

- ✓ Weekly Comparison & Board Reports - quick performance snapshots for directors.
- ✓ Machine Conversions & Heatmaps - identifying player flow and machine trends.
- ✓ Monthly Trade & Game Performance by Link Reports - revealing long-term trends and link performance.



"These reports give me a quick, clear view of how each venue is performing without needing to run extra reports. They've made it much easier to support the venues and plan changes."

THE IMPACT:

Proactive, Data-Lead Decision Making

Since implementing EAGLEi360, H&LM Group has seen faster reporting, stronger insights, and improved operational consistency across all venues. Managers can track daily performance, identify trends, and make proactive decisions with confidence.

"Since introducing EAGLEi360, we've seen faster reporting, stronger insights, and venue managers can now see daily how the gaming room is performing."

By implementing EAGLEi360, we now have unified data across all venues, streamlined communication between teams, and gained a clear, top-down view of operations.

"EAGLEi360 saves a lot of time, gives clear reporting, and makes it much easier to manage multiple venues. It helps you stay on top of performance every day without the manual work."

H&LM Group recommends EAGLEi360 to other venue groups for its ability to support faster, data-driven decisions and ensure consistent standards across venues, no matter their size or location.

ABOUT EAGLEi360

EAGLEi360 is a complete venue intelligence solution from Next Payments, built for hospitality venues across Australia. It integrates gaming, POS, membership, loyalty, harm minimisation and marketing data into one central platform - giving clubs and pubs the insights to make smarter decisions, drive member engagement, and improve compliance.

See how EAGLEi360 can help your venue make smarter, data-driven decisions. Book a personalised demo at nextpayments.com.au/solution/eaglei360.

