



# Customer Story

## Ermitage des Ravet

**Ermitage des Ravet is one of the most exclusive addresses in Swiss gastronomy, and a visit there is truly a voyage for the senses. Father and son team, Bernard and Guy, run the kitchen at this Michelinstarred restaurant, which has earned a 19- point rating from Gault & Millau. The restaurant has been a committed e-guma customer since 2012, showing clearly that even a small business can sell a large number of vouchers.**

Ermitage des Ravet is renowned for offering exceptional cuisine in an informal atmosphere. The venue provides outstanding food, full gourmet catering, and accommodation, which is why Ermitage vouchers have always been such a popular gift for connoisseurs. Before guma's involvement, vouchers were written out

by hand and managed manually, which was a laborious and error-prone process. The Ravets were among the first catering establishments in Switzerland to understand the opportunities offered by digitisation. They have greatly simplified their processes with e-guma while providing added value for their customers, who can now print out their own vouchers at any time of day. Project implementation was a key focus for the Ravets. The whole process was very quick and the e-guma team took particular care to meet their expectations. The system was customised so it could handle the Ermitage's requirements, including website integration in three languages. One of the most positive features for the Ravets has been the support provided by e-guma over the intervening years.



**Our revenue has gone up dramatically and our administrative processes are much simpler. We can analyse our sales at any time, and all with maximum security.**

Guy and Bernard Ravet, Directors