



# REVOLUTION BREWING

Chicago, IL



## REVOLUTION BREWING TRANSFORMS CUSTOMER COMFORT

Revolution Brewing is Illinois' largest independently-owned brewing company, with two locations in Chicago. Its brewpub at Logan Square is its flagship venue, where craft beer lovers go to taste their range of beers and dine at the restaurant. It also has a production brewery and taproom nearby in Avondale.

As a hospitality business, Revolution Brewing's success depends on providing customers with an enjoyable experience, and that extends beyond their brews. In a highly competitive hospitality market, it is vital that every element of the customer experience is well thought out and executed, including the indoor climate.

With this in mind, Revolution Brewing began searching for a climate management solution in 2018 to improve the customer experience in its brewpub. Up until that point, it only had programmable thermostats which failed to adapt to the high volume customer demand of its popular brewpub.

With an upstairs banquet space that holds 120 people, the space would heat up quickly when the room was full, and guests would become uncomfortable.

During busy serving periods, brewpub staff would have to walk around the building adjusting thermostats to keep customers happy, which would add to the operational demand when there was high customer turnover.

Since installing Pelican, Revolution Brewing has been able to overcome these challenges with a system that is adaptive to its needs and empowers its staff to work smarter, not harder.

Instead of waiting for a space to overheat before taking corrective action, Pelican is constantly monitoring the demand in the space in real-time and adjusting the HVAC system to provide optimal comfort.

Instead of running around the building to program thermostats when a customer makes a comfort complaint, brewpub staff can make the adjustment right from their smartphone without interruption to service. And at the end of a long night, they don't have to worry about whether they remembered to turn off the HVAC system or not, as they can do it at the touch of a button on their smartphone.

"It's very easy to use and saves me heaps of time in running around the building. I can quickly change the temperature when a customer asks for it, then set it back once they leave or we have a sudden influx of customers," said brewpub manager Kevin.

## GET IN TOUCH

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