

Case Study of NAV & LS Hospitality

Customer Background:-

Well known hospitality company Dubai with the precious property making a unique bond with local and foreign population. This emerging company provides a 360 degree intangible benefits through the services like:-

- Banquets Halls
- Cruising
- Restaurants
- Catering

It is also well known for managing and creating the most elaborate and lavish wedding arrangements. It has opened branches in Abu Dhabi, Sharjah, Masafi and are in the process of expanding in the other Emirates catering to the needs of delegates. This organization today stands like a beacon blending history with modernity in its continuous endeavor to provide the best services to its esteemed guests.

Business Scenario

The business scenario of this company scattered into the below service:-

Events:

- Provide Banquet halls and Open Halls for the Events
 - Weddings
 - Birthdays
 - Exhibitions etc.

Restaurant:

- Restaurant service covered with lunch, dinner by serving method (Ala carte) and buffet.

Boats:

- Private Events can be booked.
- Cruising Restaurant.

Outdoor Catering

- Order Booking and Delivery.
- Outdoor Catering service.
- Order Booking and Takeaways.

Business Needs & Requirements

Our customer has the need of one solution for their growing business that would simplify all processes within the same environment, and manage to deal with it's above mentioned service offerings. Ideally the solution needs to offer efficient possibilities for quick and safe data distribution.

Needs

Companies Vision is to be a best customer serving organization, the business of this organization needed some critical aspects to be resolved through some innovative technical renovation. The list of critical aspects of this business is listed below:-

- Complete customer satisfaction
- Effective utilization of resources
- Control on the cost
- Measuring of profitability
- Zero sizing of Kitchen Inventory
- Order based service / recipe

Requirements

For matching the above needs and built this organization as a world class service provider, our business consultants evaluated the following requirements for our customer:-

- Booking of Events or Functions with a clear visibility of the schedules
- Linking of items with
 - Kitchen Menu
 - Maintenance Stores
 - Resources for Services
- Event-wise Profitability
- Venue-wise Profitability
- Three level of Kitchen Inventory Tracking
 - Menu
 - Recipe
 - Item
- Order based Customizable Recipe

Our Solution

The total solution includes the financial management system based on Microsoft Dynamics NAV. Restaurant, event booking and Catering Services are based on the LS-Hospitality and 3rd party software was used for salary and hour registration, management. The brief of our solution based on Enterprise Level Solution:-

1. Each sales order creation will reserve date & create a project
2. Project can have multiple tasks or subtasks. Each of these tasks can be associated to materials or resources
3. Creation of Project Templates
4. Analysis reports in
 - a. Location Wise
 - b. Project Wise
 - c. Customer Wise
5. Three Level of inventory hierarchy with Bill of Materials
6. Each recipe can modified based on customer order
7. Asset Tracking with Hand Held Device

To handle growing demand in the Events and Restaurants we have implemented Hand Held Terminal billing which gets synchronized with the database in regular time stamp. This adds the benefits:

- a. Increased staff efficiency
- b. Increased table turnover
- c. Better customer service
- d. Offers new ways of organizing your waiters' role

Role of NAVISION & LS Hospitality

Navision	LS Hospitality
Event Booking Management & Tracking	Kitchen Management
Procurement, Accounts, Finance & Inventory	Recipe Management
Location Management	F&B Sales
Distribution & Logistics	Catering Service Booking