



FOCUS SOFTNET PTE LTD SINGAPORE

BUSINESS PROCESS CASE STUDY

FOR

HARRY'S INTERNATIONAL PTE LTD

Focus Softnet: Global Software Solutions for your business

The Focus Suite of advanced business applications has been evolving since 1992 and has enhanced business efficiency at more than 18,000 corporations across the globe. Conceived by a team of professionals focused on developing cost efficient software solutions for specific industry requirements, the Focus Suite today stands for a wide range of comprehensive, versatile business management applications. For you, the Focus expertise enables production of customized solutions on short implementation cycles.



Quick Data, Quicker Decisions:

Focus I is a revolutionary product that combines business intelligence (BI) tools with traditional ERP implementations enabling users to run statistical models, analyze data, extract, and generate business intelligence reports on the go.



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Harry's International Pte Ltd

Business Process Case Study for FY 2011

Service Provider: **FOCUS Softnet Pte Ltd** (<http://www.focussoftnet.com>)

Beneficiary Organization: **Harry's International Pte Ltd**

Type of service: (Information Technology & Computing) – **ERP Solution**

Type of Business: **Bars and Restaurants**

Software Used:

Focus I with Business Intelligence Tools for Accounting, Inventory and Order Management

About Harry's

Harry's is one of the leading operators of premium bars in Singapore with a focus on brand leadership, brand building and excellence in customer service.

Over the years, Harry's bars have become one of Singapore's iconic destinations, with almost 30 premium pubs throughout Singapore, and still growing. Strategically located in the high traffic downtown city and business districts, Harry's also has a large presence in the neighbourhood towns catering to the local food & beverage needs.

As an icon, Harry's has become a must visit for tourists and a "locale" for many regulars and residents alike.

Critical Business Requirements and Challenges:

With its 32 outlets scattered across the island, the critical issues being faced by Harry's were:

- 1) **Order management-** It had become an uphill task to keep track of Orders being raised from each outlet and receipt/maintenance of material pertaining to the orders
- 2) **Inventory Management-** Consumption of inventory mainly related to Beer, Liquor and beverages at its outlets had become difficult since it involved purchase of beer and liquor in Bottles and Kegs whereas sales was done in Pint/Jug/Peg/Glass.
- 3) **Man Hours-** It used to take a lot of man hours for Accounts people to enter



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and maintain accounting data related to each outlet separately.

- 4) **High data mining time**- Management reports were all scattered into different parts which used to take a lot of man hours to consolidate and generate.

Business Solutions:

Focus Softnet Pte Ltd offered its ERP solution Focus I, a revolutionary product that combines business intelligence (BI) tools with traditional ERP implementations enabling users to run statistical models, analyze data, extract, and generate business intelligence reports on the go.

The solution provided streamlined

- 1) **Order management**- Users at all the outlets were given online accessibility to the application to raise Purchase Order and enter Material Receipts which synced back to the Head Office in real time. Users were able to keep track of the material received and pending based on Orders raised. Purchase department saved a lot of man hours that they used to spend sorting things earlier and were able to update accounts thereby decreasing the time lag faced earlier.
- 2) **Inventory management**- Focus provided a unique solution to maintain cocktail recipes in the system and manage inventory. This helped Harry's to keep a tab on consumption of beverages and manage inventory at their outlets more efficiently.
- 3) **Multi-Company Accounts**- Focus provided a solution to consolidate and maintain details pertaining to multiple outlets under one database which not only reduced the man hours that users used to spend to key in accounts data but also helped to significantly reduce time required to generate management reports.

Benefits observed by Harry's:

1. Increased efficiency of accounting and Inventory operations
2. Improved reliability, and timeliness
3. Increased accuracy and improved efficiency for Inventory with option of defining recipes in the system
4. Increased internal controls for maintaining system and data integrity
5. Significant decrease in Man hours spent to key in and consolidate organizational data
6. Multi Company/Outlet consolidation into one database helped in improved Management Reporting