



Pizza Hut Case Study (ERP)

Company SnapShot

Multinational restaurant chain and international franchise spread across Oman serving customers through their retail stores, online delivery, and food aggregators selected KICT proposed Microsoft Dynamics ERP Solution to manage its entire operations of

- Finance
- Production
- Supply Chain

Problem Statement

The client wanted to make the operations smoother, especially concerning day-to-day aspects of the business. The management and business managers were looking for a solution to support the Operations and drive the business, enabling it to move faster. The client needed improved ERP support to cope with their increasing scale of operations. The client faced many operational challenges with their existing ERP system. Key points, apart from many, were

- Lack of manufacturing processes
- Need for complete process flow capturing
- Integration with the standardized POS system
- High wastage cost due to lack of real-time data
- Turnaround time for opening a new channel or outlet

Benefit

The customer has complete visibility of the business to the granular level of details of their business operations by Real-time Data Availability leading to more informed and faster Decision Making. The implemented system made it possible to

- Enhanced Resource utilization
- Compute the exact cost of sales and operations
- Streamlining the Business Process through Automation
- Comprehensive inventory planning avoids any wastage
- Quick turnaround in opening a new outlet & enabling new channel of sale

Solution

The client implemented the Microsoft Dynamics Business Central recommended by KICT. The modules related to Purchase, Manufacturing, Inventory, General Ledger, AccountReceivables, and Accounts Payable were implemented and rolled out in a record duration of 3 months.

KICT implemented the ERP in Microsoft Azure Platform with seamless integration with the on-premise state of Art POS solution recommended by the Master Franchise of the Client.

The training to use the ERP system was provided to the end users based on their function in the organization. The trainees were staff from the finance, Procurement & Stores, Outlets

Key Success Factor

Highly Experienced Consultants in Microsoft Dynamics in specific modules and the well-defined project implementation methodology of KICT ensured the project's success