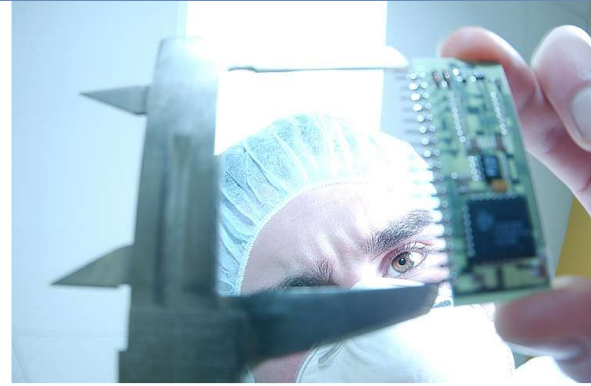




Pizza Hut Belgium selects LS Retail Solution



Pizza Belgium is one of the largest Pizza Hut franchises in Europe, currently operating 43 restaurants. To build and open a restaurant, the construction teams need an average of 12 weeks. Jürgen Corsten, Store Systems Manager at Pizza Hut Belgium, tells the story of rolling out a new Point-of-Sale (POS) solution.



The solution

“We operate three different restaurant types: Full Service Restaurants (FSR) with take-out facilities, Take-Out Shops (TOS), and Home Delivery units (DEL). In our search for a new POS system, we needed to find one that was up to the task of providing functionality for all three of our restaurant types, was easy to use by means of graphical interface and offered the possibility of a centrally controlled database. The system had to be cost effective, modular and scalable for the future. All these elements were found in the Infostore add-on solution from Strengur, based on MBS – Navision.

“Four additional factors guided our choice of Infostore: First, the fact that the system was already in use by another Pizza Hut franchise, in Iceland, and had proven its worth. Second, the fact we were already working with MBS – Navision in our accounting department. Third, a system like Infostore, which can cope with 3 different restaurant types, is very unusual. Fourth, a good delivery module is especially hard to find, but Infostore handles it perfectly.

“After signing a contract in summer 2001, work started on the project during the fall. The schedule was tight (40 working days). During this time, customization of the Infostore solution to our company-specific needs had to be done. The Home Delivery part had to be redesigned from scratch to satisfy our requirements. Personnel training (375 people), making manuals, setting up staging protocols together with TEC, and planning the roll out, was being done simultaneously by Pizza Belgium.”

Case story

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Jürgen Costens goes on to say, “The actual rollout was underway in November at a rate of approximately 2 units per day (multiple tills possible per unit). Tec supplied us with pre-staged hardware while 2 people from Pizza Belgium did the actual rollout and the final configuration of the systems. Although we had never worked with Navision when we started this project, we managed to do the rollout with virtually no problems. Standard installation protocols were used.

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"By the end of November, all units were operational. Users are pleased with the easy interface of the system (touch screens) and training time has been dramatically decreased when compared to the old system. Initial diehard opponents, our delivery personnel, are now the biggest fans of the solution! The Home Delivery module proved to be the easiest to operate of all systems we previously tested and compared, based on touch screen technology.

"Conversion from Belgian Francs to the new Euro went smoothly. At our HQ, all data is now centrally controlled, making it easy to monitor our business. Information to and from the restaurants is handled by Infostore's Multistore module. This module makes it possible to centrally provide all restaurants with the same data in 1 single action. The use of Infostore as a POS system is only the first step. When we combine Infostore POS with our existing

MBS – Navision accounting system, we will take full advantage of the new possibilities.

"This is achieved by using the powerful Infostore solution as the "terminal" for the accounting system. In this way we provide access in our restaurants to accounting processes in order to automate our business/products/data – flows. For example: inventory tracking, forecasted vs. actual usage, etc."



Feature Highlights

- Total integration of all restaurant activities: dine in, delivery and take-out
- Dine-in order taking using efficient, remote handhelds
- Setup of restaurant menu selection, and user interface, is the same for all the above activities
- Customer history (frequent diner tracking), deliveries, order status, order timing statistics, table reservations (no-shows, cancellations, etc.), special reservation requests, etc.
- Powerful "offer" mechanism to simplify complex restaurant needs
- Powerful kitchen-printing router, based on delivery address
- Centralized functionality for easy maintenance: POS setup (point of sale) menu offerings, prices, etc.
- Call Centre options graphically display status of all orders: distributed basis, centralized basis (franchise environments)
- Centrally supports multi-company order taking for restaurants or food processing locations that belong to separately owned companies
- Multi-language support
- Sales statistics categorized by time periods, departments, store, territory, inventory groups, items, customers, salespeople, end-of-day figures, discount totals, etc.

For further information:

Please contact Eloise Freygang, Marketing Manager, Partner Network, eloise@lsretail.com or visit our website at <http://www.lsretail.com>



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