

Case Study

Faayos shuns legacy business management system, adopts Sage 300 for scaling up

Sage Software
Solutions (P) Ltd.

sage Distributor

Overview

About Faasos

Faasos is a fast food chain that offers a wide range of fresh and finger-licking desi wraps (rolls, Frankies) on the go! Also referred to as the desi alternative to popular western fast food joints, the chain is 75 outlets strong as of now and intends to double the number by the end of 2016.

What was ventured as a part-time business back in 2004 is now a successful and chosen fast-food option by many across the metros in India. Co-founded by Mr. Jaydeep Barman and Mr. Kallol Banerjee, Faasos now operates in 8 major cities across the nation.

After the uber-successful trails in Bengaluru, Mumbai and Pune, Faasos extended its offerings to Chennai, Baroda, Ahmedabad, Indore and Gurgaon.

One of the most frequented by foodies both old and teens, Faasos also serves scrumptious biryanis apart from its patent and widely popular wraps/rolls.

When it comes to online presence, Faasos knows how to play the game! In fact, it is the very first fast food chain to offer Tweet-to-order facility for its registered customers. In addition, the Faasos official mobile app and online ordering facility are a huge hit among customers across the country to order wraps on the run!

Faasos is always on its toes when it comes to investment in evolving technology and works with its partners to stay at the forefront making it more and more easier

to manage business in a more seamless and effortless manner as well as to offer the best customer experience.

“In restaurant business, we are usually faced to extremely constricted margins and our exploding growth uprooted the need for a nouveau, agile and flexible ERP system that could outstrip our legacy enterprise resource management system whilst ensuring to keep up with the growing business pace and eventually scouting our business to scale up seamlessly helping us serve our customers in a more personalized and effective manner.”

- Jaydeep Barman
Co-founder
Faasos

Need for a Cost-efficient and easy to use ERP Solution


The swiftly growing operations and the need to manage surplus transactions taking place at multiple Faasos locations called in for a comprehensive, agile and cost-effective ERP system to help manage heaps of day-to-day transactions seeping in from various geographies.

Faasos required a cutting-edge ERP

Overview

system with enterprise-wide coverage that would provide impeccable functionality, broader scope, robust integration and ability to scale up seamlessly. The chain was longing for a single system that would work towards long-term success of its nationwide business operations.

“Several businesses that function in multiple geographies most-of-t face the problems of inferior management of business transactions taking place at its various locations. With relevant experience in helping companies resolve such problems, we suggested Sage 300 for Faasos to help derive the best from all of its locations. Sage 300 ERP offers a consolidated financial management liberty.”

- Jitendra Somani
Chief Executive Officer 
Sage Software Solutions Pvt Ltd

Customer

Faasos

Industry

Food & Beverage

Users

25

Solution Implemented

Sage 300

Problems And Solution

Faasos tussle with Legacy POS and Tally ERP

Faasos was using legacy Point of Sale (POS) system for store sales and inventory management, whereas for finance and accounting, the fast food chain was exclusively using the ubiquitous Tally software. The loopholes of using these systems took the entire business for a ride and few of the prominent challenges encountered were as follows



Challenges faced with Previous System:

- Low or inferior data security
- No provision of modifying journal vouchers after creating them
- Lack of web-based functionality

Challenges with POS:

- Poor information or data flow between host and store systems hindered Faasos from deriving real-time data
- Inflating maintenance costs
- Integration issues with new hardware or applications
- Connectivity problems
- Need for extensive training
- Complex arrangement of network connections, software and hardware

Sage 300 - The Perfect Saviour for Faasos Dinging POS and Tally

With the power of open architecture, Sage 300 came as the perfect rescuer for Faasos. It helped pave way for a highly integrated enterprise resource planning solution assisting to streamline a gamut of costly, laborious and tedious administrative feats.

Apart from the mundane billing and order-taking processes, Sage 300 helped managers at Faasos to track spending and buying behaviours of customers, manage sales and inventory, track online orders, etc. Further, the unmatched mobility feature allows sales reps and accounting managers to access critical business data via handheld devices on the go!

Perks of Sage 300 for Faasos at a glance:

- ROI calculation simplified
- Business Intelligence reporting for substantive and actionable reports/ analytics
- Unmatched sales/customer management
- Streamlined purchase and supply management
- Up-to-date inventory tracking and management

Challenges During Implementation

Complications encountered during the Implementation of Sage 300 for Faasos

has done a commendable job within the stipulated timeframe.

The biggest backlashes confronted during implementation of Sage 300 came in the form of:

- Problems of integration between the legacy POS system and ERP solution
- Synchronization of data flowing in from all the outlets spanned across the country
- Creating and merging intuitive reports

“We at Sage Software are powered by the principle-‘every business is unique in its own way irrespective of the industry it operates in.’ Thus, Faasos is not an exception. This is why we ensured to bestow an individual and meticulous approach throughout the Sage 300 implementation process for Faasos,”

- Jitendra Somani
Chief Executive Officer
Sage Software Solutions Pvt Ltd

Our proficient crew of tech consultants, software engineers, implementation experts and project managers worked diligently putting in everything they got to ensure optimum implementation. Thus, the result was a perfectly integrated and successful enterprise-wide implementation of Sage 300 for Faasos. All hail to our proficient tech crew, which

Secrets that bolstered ERP implementation

Four Secrets that bolstered ERP implementation at Faaso's

1. BPM

Embedding BPM in ERP solution for Faaso helped to carve an ERP solution, which helps to automate routine business processes, delivers agility, curbs inefficiencies across the business, promotes consistencies in critical business operations, improves performance and lastly, assists in effective workflow positioning.

2. People and Business Alignment

We at Sage Software Solutions understand human related problems like employees resisting to change, incompatible processes and project misconduct, which are all drivers of ERP failure. These have been taken care of quite shrewdly.

We ensured that the ERP solution stays aligned seamlessly with Faaso's business strategy. This required us to understand the various people working for Faaso at different positions. Sage Software Solutions' tech consultants worked in close parameters with Faaso to design the ERP implementation strategy. This was more of an interactive process wherein we interacted with individuals working for Faaso at various positions in order to garner their outlook towards the system compared to the legacy system, which eventually led us to align them appropriately for using Sage 300 solution to the fullest.

Here, we worked towards aligning Faaso's

personnel and business requisites across multiple geographies or outlets to help in optimal ERP application conforming all the statutory compliances. This assisted us in formulating strategies and steps for successful ERP implementation across the chain.

3. Post Implementation Review

A comprehensive post implementation review assisted in:

- Evaluating whether project's objectives were met or not
- Determining efficiency of the implementation
- Ensuring that the chain receives optimum benefits from the implementation
- Drafting strategies and tips for improvement

4. Stakeholders = Lifeblood of successful ERP implementation

Being an industry leader of ERP solutions provider to SMEs, we fully understand and appraise the significance of stakeholders in ERP rollouts. Thus, implementation of Sage 300 at Faaso's ensured keeping all the stakeholders informed right from the start to post implementation stages. This included keeping founders/owners, managers, data entry operators, sales/marketing personnel (these are the folks who are more likely to benefit from ERP) in the loop. It is imperative to keep all these people in loop during the entire ERP implementation in-and-out for success in long run.

Secrets that bolstered ERP implementation

Before the rollout of Sage 300 ERP, personnel at Faasos were brooding on the staple Microsoft Excel for preparing finance reports and POS for tracking transactions exclusively. This legacy practice posed a great threat to the security of all the critical data being worked upon. Implementation of Sage 300 streamlined the entire accounting process ensuring optimum data security and transparency, all in real-time basis. This armed managers and sales reps at Faaso's with instant access to all the critical data, which can be leveraged to make informed business decisions.

The newly introduced ERP system addresses all the painpoints and loopholes experienced when using Tally and POS whilst enhancing customer experience, boosting productivity by rooting out redundant processes, offering actionable insights/analytics or reports to help make sound business decisions and curbing operational cost to a substantial level.

System Benefits

- Single & Unified hub for all business data
- Need for different systems for diverse processes averted
- Finance, assets, purchase, sales and inventory data, all unified in one single system with instant access
- Statutory, MIS and financial reports at a click
- Expense and revenue tracking is a piece of cake
- Seamless and hassle-free inventory management
- Production, order and sales entry simplified
- Faster customer processes and receipt generation
- Cost and time-saving billing processes

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