The Heavenly Urban Chef: Improving Business Controls for High Performance with SAP® Business One

In the competitive foodservice industry, operational efficiency is key to business success. The Heavenly Urban Chef Inc. (HUC) has improved its market position with streamlined business processes and stronger management controls. With access to real-time information for improved decision making and resource use, HUC has leapt ahead since implementing the SAP® Business One application.

Partner

Executive overview

Company
The Heavenly Urban Chef Inc.

Headquarters
Manila, Philippines

Industry
Retail – food service

Products and Services
Cafeteria services, catering, restaurants

Partner
Fasttrack Solutions Inc.

BUSINESS TRANSFORMATION

The company's top objectives:
- Streamline end-to-end business operations
- Centralize information from widespread sources into a single repository
- Maintain the highest levels of industry best practices in food safely and nutrition

The resolution:
- Implemented a proven application able to deliver company goals
- Selected an implementation partner with a collaborative approach
- Established a strong leadership group to build and maintain in-house expertise

The key benefits:
- Robust control systems built into every business operation
- Highly accurate reports produced in real time using up-to-the minute data
- Reduced time needed to carry out routine administration tasks

Read more

TOP BENEFITS ACHIEVED

90%
Reduction in financial close cycle

98%
Faster evaluation of supplier performance

20%
Less time spent on manual tasks

See more metrics

"SAP Business One has streamlined all our processes, so we now have more time to focus on the business itself. New reporting methods allow us to make better and faster management decisions."

Russell Tacorda, General Manager, The Heavenly Urban Chef Inc.

Executive overview

Company objectives

Resolution

Business transformation

Future plans

Assessing business processes and identifying critical needs

The Heavenly Urban Chef Inc. (HUC) is one of the largest food providers in the Philippines. With a reputation for supplying quality food to large electronics and semiconductor companies in Laguna and Cavite provinces, HUC is now bringing its meal services to the Philippine call center industry and elsewhere.

Founded in 1999, HUC produces industry meal services through its catering arm, Kitchen City. To achieve the high level of quality service the market has come to expect, Kitchen City preprocesses food in bulk at central locations, then delivers it to customer sites, ready to cook and serve.

As a progressive company taking the lead in the growing Philippine market, HUC constantly seeks ways to enhance business processes. While reviewing operations, management recognized that the company's IT system needed improvement. They concluded that data must be consolidated into a central repository in order to process information more effectively. Integration would improve reporting, providing the tools needed for making better decisions more quickly and effectively. Operational staff would be enabled to control every procurement, preprocessing, distribution, preparation and serving process to deliver total customer satisfaction.

Having decided to create an environment in which all data would be centralized on one platform for comprehensive reporting, HUC looked to Fasttrack Solutions and SAP to provide the solution. They were sure that the SAP® Business One application would provide support to integrate the business end to end, giving management the tools needed for moving the company forward.

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Creating a recipe for business success

HUC chose the SAP Business One application because it was the proven market leader. The software is designed specifically to facilitate integrated business processes – a single, affordable, and flexible solution that HUC could tailor to meet its particular requirements. Management was confident that the software would meet the company's IT needs, both now and into the future.

HUC engaged Fasttrack Solutions as the implementation partner to guide and support the internal group for the project's duration. Fasttrack's product knowledge, combined with in-house business expertise, ensured tight alignment with key company goals. This sharing approach to implementation produced a leadership structure that would minimize the need for external support in the future.

During the course of the needs assessment, the project team members observed that sales monitoring needed very careful review. There were delays in assessing the financial performance of individual units, which tended to hide sales underperformance. The team members examined all key business processes, including inventory control, receivables, and accounts payable. They concluded that centralization of data collection would accelerate the release of key information, reducing the time needed for routine tasks and increasing accuracy.

During the time of implementation, HUC senior staff members were driving change management across the organization. This top-level enthusiasm for and commitment to the project guaranteed employee buy-in, generating a positive and team-based approach. With this organization-wide support, the project was completed and launched in only two months.

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Catering for operational efficiency with new technology

With SAP Business One, HUC has realized significant all-round business process improvement. Cash flow forecasting accuracy is significantly better than before, while software automation has delivered higher productivity. The financial close cycle used to take three weeks, but now performance can be measured within two days of period end. Employees make decisions based on market conditions that are fresh, not stale.

Reliable information in real time means HUC employees can properly compare suppliers to ensure they get the best deals. Sales staff members now enjoy a higher standard of monitoring, which allows them to use daily figures to assess each single outlet's performance.

For HUC, the best thing about SAP Business One is the high level of functional ownership the software provides. Employees are more productive as they carry out their daily tasks, their higher performance paving the way for continued growth.

KEY BENEFITS

90%
Reduction in financial close cycle

20%
Increase in forecast cash flow accuracy

20%
Saving in time spent on manual tasks

98%
Faster evaluation of supplier performance

2 years
Return on investment in new technology

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Company objectives

Resolution

Business transformation

Future plans

Realizing opportunity for a value-added menu

HUC now possesses a comprehensive set of tools for conducting its business with speed and accuracy. New budgeting modules added since implementation provide detail that will eliminate any cost overrun surprises. There is a plan to interface the solution with a new point-of-sales system for even greater control over food costs. Staff members are also preparing recipe management data for integration.

The SAP Business One application will return HUC's investment within two years of implementation. Such a clear financial benefit gives management the confidence to commit resources for full use of the solution's scalability in the near future. More users can be added at any time to suit new business needs. As HUC grows, flexible and adaptable SAP Business One will provide the platform for the company to meet the demands of an expanding and ever-changing market.

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