



Name of the client- Pizza Hut
Line of Retail – Food & Beverages
Caselet in brief

Organization summary – Pizza Belgium is one of the largest Pizza Hut franchises in Europe, currently operating 43 restaurants.

Challenges- Search for a new POS system that was up to the task of providing functionality for all three different types of restaurants: Full Service Restaurants (FSR) with take-out facilities, Take-Out Shops (TOS) and Home Delivery units (DE, was easy to use by means of graphical interface and offered the possibility of a centrally controlled database. The system of-course had to be cost effective, modular and scalable for the future.

Solution- The management found all these mandatory elements in the Infostore add-on solution from Strengur, based on MBS – Navision. Four additional factors guided the decision of Infostore were: the fact that the system was already in use by another Pizza Hut franchise, in Iceland, and had proven its worth. Second, they were already working with MBS – Navision in their accounting department. Third, Infostore, could comfortably cope with the complexities of 3 different restaurant types and lastly Infostore also handles good delivery module perfectly.

Feature Highlights & Benefits

- 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 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.

"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."

Jürgen Corsten, Store Systems Manager at Pizza Hut Belgium
