

Engrotuš Slovenia – Hospitality Customer Story

LS Retail Hospitality reunites different restaurant types for Engrotuš

Engrotuš d.d. is one of the top retailers in Slovenia. It is a part of Tuš Holding, a large group of companies that surrounds core retail business. Hospitality in Engrotuš consists of different types of restaurants: Classic restaurants, fast food, pizzas, bars, confectioner's shops, catering, pop corn (cinema). Currently there are 30 locations with 75 POS running all over Slovenia and the company is planning to grow even further in future years.

In the first years after starting up in the hospitality business the emphasis was of course on growth. In 2008 the decision to move toward centralization changed the existing workflow in hospitality for Engrotuš. The management decided to implement LS Retail Hospitality because of its functionalities, flexibility and centralization. An additional benefit was a global common platform: Microsoft Dynamics NAV.

The most important obstacles turned into the biggest advantages after finalizing the implementation: item and recipe's centralization, centralized stock control (reducing write-offs), centralized sales promotions, integration to general ledger, online sales results, cashflow reports and control, staff control, centralized menus and more.

There were several additional features added to the standard LS Retail Hospitality solution version 4.3. The customer requested automatic connections to the bar's beer pumps and for other beverages. A special interface for controlling billiards was added to the existing POS functionality. Even though integration to handheld terminals on Windows Mobile OS was already there in the standard LS Retail solution, they requested additional integration to the Orderman system (very popular handheld device designed especially for restaurants and bars).

"The implementation process in Engrotuš required more involvement from our side than classic implementation. It was quite a challenge to combine the software and workflow changes that were necessary. We would not have succeeded without a dedicated project team and especially manage-



ment support. Special thanks also to the IT Department who fully understood the implications of such a change also for other business functions within the company," said Tilen Treven, General Manager of Krajnik d.o.o., RCL Group.

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