



'Alletec supports India's fastest-growing F&B operator in travel retail on their cloud transformation journey with Microsoft Dynamics ERP and LS Retail'

About Client

A leading operator in the travel sector, this company is India's most prominent and fastest-growing F&B operator in the travel retail segment, managing over 300 active stores across the country.

It offers a wide range of cuisines through diverse outlet formats, including restaurants, cafés, bars, food courts, and lounges, located at airports, railway stations, and highways in India's major cities.

The company collaborates with renowned international and national brands like KFC, Domino's, and Krispy Kreme, alongside its strong in-house brands, such as Dilli Street and Nourish.

HQ - India

Industry - Food & Beverage

Solution - Microsoft Dynamics ERP, LS Retail

Executive Summary

The company operates in multiple cities, including Delhi, Mumbai, Chennai, Kolkata, Nagpur, and Visakhapatnam, and is rapidly expanding to other locations. It also manages and operates 13 airport lounges in Mumbai, Kolkata, Nagpur, and Chennai.

With numerous outlets across diverse locations, managing data effectively was a significant challenge for a growing and large-scale food service operator. The business also required a system capable of handling online payments seamlessly and supporting promotional schemes.

The company sought a solution to manage extensive data, process gateway payments efficiently, and streamline schemes and promotions. Alletec implemented a robust system that empowered their operations with advanced features, enabling a seamless and efficient business process.

Challenges

- Business presence at multiple locations with each location having multiple outlets, creating challenge for master data management.
- Needed effective integration with online payment system i.e. Paytm and G-pay.
- Required better handling of different schemes and promotions the brand is offering.
- Inventory was maintained manually on excel, which was unreliable.
- Lack of clear visibility of inventory available at any given time.
- The cost of finished goods required better handling

Solution

- Implemented Dynamics ERP and LS Retail with- Retail POS, Financial Management, Procurement, Sales, and Inventory and Recipe management.
- Centralized master management company for master creation and replication to all the companies.
- Integrated the system with payment gateways like Paytm and G-pay.
- Recipe management to handle the cost of finished goods.

Benefits

- Unified master across all the locations.
- Complete group-level financial and inventory reporting in ERP.
- Complete visibility of inventory available at outlets.
- Better insights into finished goods costs.