

# LEISURE AND HOSPITALITY

## CASE STUDY

### SUMMARY

IMTS Successfully implemented its ERP Solution at a premiere members only club. The venue included a fine dining restaurant, bar, and various sports facilities.

### PROJECT OBJECTIVES

To integrate several functions including Finance, Club Management, Planning, Inventory management whilst eliminating redundant processes, automating monotonous process, and simplifying complex processes.



### BENEFITS

Through the implementation of the IMTS Integrated ERP Solution, the club was able to achieve several efficiencies including:

- Integration of different forms of payment including through card, smart cards and tabs, thus improving the customer experience.
- Integration with diverse Electronic point of sale systems operated in distinct areas of the business, thus eliminating the duplication of data.
- Enhanced control over pricing and inventory through real time information, thus improving the estimation of total cash flow.
- Automation of Club management with a unified interface, thus reducing the time taken to serve customers.
- Production of management reports to improve decision making across the business.
- Enabling membership data to enable provision of tailored value added services, thus increasing the total revenue with no additional investment.

