

## About Us

At **change++** we help you achieve your business objectives by improving the way you manage information.

At whatever stage of a business process, we believe we can help you gather data more efficiently, report on it quickly, analyse it easily and present it clearly.

By listening to what you want to do and drawing on years of experience working with retail and leisure businesses, we can recommend the most cost-effective solution to your information systems needs.

change++

**Tragopan House**  
**Beale Park**  
**Lower Basildon**  
**Berkshire**  
**RG8 9NH**

**Tel:** 0118 9843223

**Fax:** 0118 9843399

**Email:** [info@changepp.co.uk](mailto:info@changepp.co.uk)

**Web:** [www.changepp.co.uk](http://www.changepp.co.uk)

## Intranet-based Stock Reporting System Streamlines Whitbread Process

### Background

When Whitbread Restaurants introduced a Micros Stock system to their Brewers Fayre restaurants in 2001, they used Excel and Access to produce weekly and monthly reports for their houses and retail sales managers.

The reporting system involved much manual processing and was heavily reliant on one individual's experience. Reports were delivered to users as attachments to emails.

The planned roll out of the Micros system to Beefeater in 2004 prompted a review of reporting. A new system was specified to automate data collation, report production and delivery. It was also important to build data history in a central database.

### Solution

Whitbread Restaurants turned to **change++** for a reporting solution that has been successfully implemented in other Whitbread businesses and is acknowledged to be robust and reliable.

The system is based around a SQL Server database, with a regular weekly process to import data from the Micros generated text files.

The database stores stock data and is designed to facilitate data reporting in the required format.

The reports display information in a similar way to the previous Excel reports, but are colour-coded to illustrate variances and missing data. There is built-in flexibility to allow users to perform simple analysis, for example, to sort reports or view food or drink margin trend graphs. There is also a facility to enable system administrators to upload budgets and change data tolerances for colour-coding.



Intranet delivery ensures that users can instantly view figures for last week on a Monday morning, as well as for the period and year-to-date.



Serving Britain's Favourite Pub Food

continued overleaf...

change++

Tragopan House  
Beale Park  
Lower Basildon  
Berkshire  
RG8 9NH

Tel: 0118 9843223

Fax: 0118 9843399

Email: [info@changepp.co.uk](mailto:info@changepp.co.uk)

Web: [www.changepp.co.uk](http://www.changepp.co.uk)

### Benefits

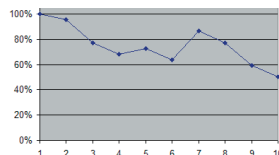
The key benefits of the stock reporting system are that

- manual processing is eliminated
- database maintenance is reduced and
- report production is automated

One of the most attractive aspects of this project for Whitbread is that **change++** have developed the reports themselves using PHP (open source software). This means there are minimal software licence costs for users and the project is highly cost-effective.

The most important feature for Whitbread on an operational level however is the ability to roll up or aggregate the data from individual houses to area or regional levels and illustrate through colour-coding which houses within an area are affecting the overall performance of the business. A large band of red in a report will immediately identify where remedial action needs to be taken and this information is invaluable to field-based and head office managers. The creation of a SQL Server database has delivered important additional benefits that allow Whitbread Restaurants to

- store stock history for future analysis
- build any specific/aggregate tables that may be required (e.g. week, period, YTD etc)
- gain easy access to data for reporting
- incorporate the centrally maintained house structure data, giving a consistent view of the business
- expand it in the future and develop ad-hoc reports using tools such as Cognos Reportnet or Business Objects



In the nine month period since the Micros Stock Reporting system was implemented, stock losses in Brewer's Fayre halved, meaning the system paid for itself in its first 3-4 months.

Steve Deakin, project sponsor from Whitbread Restaurants, confirms, "We wanted a system that could report consistently across all our restaurant brands and the stock reporting system **change++** have developed does everything we asked for and more. It can also be expanded as the business grows and that's an important benefit. It's been a successful project and the enthusiastic feedback we've had from our operational and area managers confirms that."