

Case Study

RESULTS

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Having previously worked for large accounting companies, I am constantly impressed at how cost effective IndiCater is.”

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Ian Kennedy,
Crown Group's Project Manager
for IndiCater

The Situation

Crown Group operates at a very diverse range of venues that includes major conference and exhibition services at Brighton, Harrogate and Manchester, livery halls throughout London, a contract catering subsidiary, a pub group and even a two Michelin star restaurant in Cambridge (Midsummer House). Every venue having its own unique back of house data recording requirements.

The Complication

Crown Group is a complex business run through nine subsidiary companies. Introducing anything new into the group would require a careful and customised approach that would satisfy the needs of the whole organisation, not just one subsidiary.

With operations spread throughout the UK, Financial Director, Nigel Gaymer was specifically looking for a robust application that could manage the complexities of multi division data collection whilst at the same time giving his managers a very simple tool to use at each venue.

The Solution

Starting in 2005 with IndiCater's Finance module, the head office finance team were able to remotely access data and audit/monitor each sites operating figures in real time and on an individual basis – no need to wait for weekly returns to arrive by post at head office! Once checked, this was then imported into Crown Group's accounting application using a simple data export tool in the system. As a standard feature of all IndiCater applications, data export tools are tailored to the needs of each client and offered exactly the customisation that the Crown Group needed.

The Outcome

One particular feature that made IndiCater so attractive was the manner in which the system rules and processes could be specifically set for individual sites or subsidiaries. And not only could they be different for each division, but also for individual operating locations within the same division.

For example Kudos needed the logo, address and credit terms to appear on all of the invoices generated by the IndiCater system. However, one of the Kudos venues had its own logo, address and credit terms which needed to be displayed and IndiCater waseasily able to accommodate this.

Since commencing work with IndiCater, the two companies have built a strong relationship based on innovation, timely delivery, and value.

Moving Forward

Over the last few years, the Crown Group's priorities have changed and evolved. IndiCater has been able to support these changes by responding quickly and cost effectively by modifying the application as well as creating new processes. The Crown Group have now additionally licensed the IndiCater HR and Purchasing modules and in the future are planning to automatically transmit staff hours and absences from IndiCater's staff rota system into Crown Groups payroll application.