

Thomas Franks

Thomas Franks is a young contract catering company originally started in 2008. They have a strong track record and today operate 50+ catering operations in independent schools, and business and industry locations in the South East.

The challenge

In the early days of the company, a series of Excel spreadsheets was used at unit level to capture unit data and this was then re-entered at Head Office. They later embarked on an internal project to develop a more efficient system to capture this data but abandoned the idea when the implications and challenges of developing the complex system became more apparent.

Frank Bothwell, Thomas Franks entrepreneurial owner, was attracted to IndiCater because he knew IndiCater's two directors, CEO Mike Day and Lou Willcock, from their days as contract catering operators and was confident that they understood the challenges that companies like Thomas Franks faced. The favourable slow start finance package put forward by IndiCater was also attractive for his rapidly developing company.

The solution

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IndiCater's finance module solution provided web-based software for Thomas Frank's catering operations to input catering sales, purchases, credit

sales, etc which would then feed automatically into the Head Office accounts package. The other tool they opted for was a company wide intranet enabling rapid communication between Head Office and the operations, also providing storage for key policies, documents and contact details.

The outcomes

According to Lorraine Wilson, Finance Director for Thomas Frank's, "We've been able to significantly reduce the time that our head office finance team spend entering data manually by at least 30%. Instead they act now like 'audit policemen; they're no longer just 'inputters'. The speed and accuracy of data collection has improved immensely and what used to take hours can now be done in minutes. We haven't had to increase the head office headcount as our business has grown and we believe we still have the capacity to handle more operations without further recruitment."

The other benefit for Thomas Franks has been the advantage of seeing how their operations are trading in real time. Wilson continued, "I would say the greatest impact of IndiCater has been the increase in financial awareness of our managers.

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so that managers are dealing with priorities as they come up – we're not waiting for month end to discover we had a problem three weeks ago!"

Moving forward

Thomas Franks are currently in the process of rolling out IndiCater's Employment module whereby they will store their staff records, rotas, holidays and sickness details on the system. Ultimately, this added package will provide managers with a full budget and trading picture, encompassing income, cost of sales and labour costs.



Case Study

KEY FACTS

No. of Locations 50+
Client since 2008

IndiCater software modules:
~ Company Communications Intranet
~ Finance & Profit Management
~ Employment

Return on Investment includes:
30% reduction on time spent by Head Office on data entry
2% improvement to the bottom line