

AMERIKING

Solution Overview

Industry

Restaurant

Scenario

AmeriKing needed a way to provide accurate, timely payroll to more than 10,000 employees.

Company Profile

With 314 restaurants in 12 states, AmeriKing is one of the largest Burger King franchisees in the United States.

Benefits

Microsoft Business Solutions has given AmeriKing a way to automate the payroll process; ensuring staff is paid accurately and on time.

Software Used

Microsoft Business Solutions—Great Plains

- Financial Management
- Supply Chain Management
- HR Management
- Customization Tools
- Enterprise Reporting
- Microsoft SQL Server™

AmeriKing, one of the largest independent Burger King franchisees, has integrated their Back Office System (BOS) with their business applications (payroll and accounting) to boost productivity, efficiency and employee morale by ensuring that 10,000 crew members are paid accurately and on time.

Based in Westchester, Illinois, AmeriKing is one of the largest independent Burger King franchisees in the United States with 314 restaurants located in twelve midwestern and southern states. The company was formed in 1994 by a group of independent Burger King franchisees and former Burger King Corporation executives.

“We started in 1994 with 68 stores, grew to 121 in the same year and recently reached our present total,” says Hernando Manrique, Chief Information Officer at AmeriKing. “For the next few years, we will focus on maximizing the quality of both the customer and the employee experience.”

Implementing New Business Software

The company selected Microsoft® Business Solutions—Great Plains® after considering all the leading mid-market products. The decision came down to the selection team’s confidence in Microsoft Business Solutions as a more functional solution. The accounting staff also felt the user interface was easier to work with and liked the reporting capabilities, which makes it easy to construct new reports and shed new light on a company’s financial picture. The Information Technology (IT) staff was most impressed with the software’s powerful customization tools.

With new business software installed, the company turned their attention to the problem of obtaining timely operating information from many restaurant locations. The biggest challenge in the past was the need to obtain hours worked from each of their employees. The company installed a BOS that incorporates a time clock to collect the hours worked by each employee. The employee data, along with sales information is uploaded to a database located at headquarters.

In the past, a large amount of time was required to input the detailed information into the payroll system. With manual data input, there was always the possibility for errors. “Many of our crew members depend on receiving their pay on the day that it is expected,” Manrique says. “If we are a day or two late, they may be disappointed. The fast food industry as a whole is known for high turnover and we wanted to ensure that our payroll practices were not contributing to it.”

Integrating Payroll Information

Patti Cahanin, Business Applications Director at AmeriKing worked with Lanac Technology, the Microsoft Business Solutions reselling and implementation partner that originally installed the solution to develop a routine that automatically polls each location and uploads the hours worked.

“The biggest win was integrating payroll information from our stores, which has helped to ensure a positive experience for our crew members while saving hundreds of hours of time.”

Patti Cahanin
Business Applications Director
AmeriKing

“Our crew members are the critical force behind our success,” Manrique says. “If one of them gets paid a day or two late or less than they deserve because of an error, we might lose them. Integrating our BOS with our business application has greatly reduced the possibility of that happening.”

Now crew members punch in or out of the ReMACS BOS system using a unique code. The BOS system summarizes the hours worked for each employee and generates a report that managers can review anytime. The BOS system generates a weekly file, dials into a server at headquarters and uploads the file into a database where it can be reviewed and imported to Microsoft Business Solutions by an accountant. The accountant then makes a quick check of the information and is ready to start generating the payroll.

The time savings of the new payroll system are enormous and, most importantly, crew members are assured that their paychecks will be accurate, and on time. Because of the large number of employees, speed of payroll processing is also an important issue for AmeriKing. After a recent upgrade of their Microsoft Business Solutions software, AmeriKing experienced substantial performance improvements, reducing build time by about 50 percent.

Integrating Complicated Invoices

The success of this application encouraged AmeriKing to automate another tedious manual operation. The company deals with key national vendors that deliver food and supplies to the network of restaurants. These vendors provide a single invoice to the company with an enormous number of line items that used to have to be manually entered into the accounting system in order to generate profit and loss statements for each restaurant.

In the past, tens of thousands of entries had to be made every month. The task of integrating these invoices took less than a day using exactly the same methods that were used to integrate the payroll hours. The vendor codes, which indicate the type of item such as napkins or ground beef, are converted into the appropriate account number, making it possible to disburse each line item to the appropriate cost center. Now, accountants can automatically update the business software with the full detail of even the most complicated invoices. Lanac Technology also created an additional application that imports other information from the BOS such as sales figures, nonfood purchases, inventory, advertising expenses and petty cash for each store.

Geared for Growth

The company recently ran a series of benchmark tests using both double and triple its current number of employees. The results indicated that Microsoft Business Solutions should easily scale to handle future growth plans.

For more information about Microsoft Business Solutions, visit www.microsoft.com/BusinessSolutions

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