



NETSUITE FOR RESTAURANTS

A Unified Solution to Manage Your Restaurant Chain

Adapting to guests' everchanging preferences continues to be a driving force of innovation within the restaurant industry. As guests become more informed, more connected and more particular about their needs, restaurants must be constantly thinking about how they can differentiate themselves in the market. Meanwhile, new at-home options like meal-kits and prepped grocery selections create an even more challenging environment for restaurants to gain guest loyalty and wallet share.

NetSuite Restaurant Edition offers:

- Role-based, customizable dashboards.
- Industry specific KPIs and reports.
- Integrated Inventory Management, ERP, CRM, guest service, POS and HCM.
- Strategic gift card, loyalty and online ordering integrations.

“We’ve been able to manage significant growth while maintaining a five-person financial team. That’s really a testament to the power of the NetSuite platform.” [Guzman y Gomez](#)

Inefficiencies in back-office operations and aging and costly IT systems exacerbate these challenges. Often relying on outdated, insufficient or multiple legacy IT systems, many restaurant chains contend with process delays, high costs for downtime and poor visibility that chew up resources and eat into profitability. Disparate software applications complicate back-office processes, from franchisee onboarding and transactions to financial and supply chain management.

How do back-office business processes impact restaurants?

Leading restaurants tell us that unwieldy back-office processes cause several serious challenges:

- [Operational costs and inefficiencies](#) – Spending even more time and money away from the guest when other costs are rising in the business.
- [Managing labor and overhead, food cost](#) – POS information not in ERP so you can’t do x,y,z, now that you have sales data in ERP you can control, food cost, etc.
- [Supply chain/procurement](#)
- [Guest satisfaction and retention](#)
- [Franchise management](#) – It’s difficult to onboard the new entity and have clear control (and compliance) without disrupting

its operations. The complex demands of your central support functions can make the franchise model less appealing for both you and your potential franchisees.

- [Experimenting with something new](#) – You’d like to pilot a new menu item but struggle to define, deploy and report on menus for sub-regions.
- [Growth and expansion of the business](#) – People have finally gone crazy about your organic bagels, but you can’t scale quickly enough to step up to the next level.

In all of these cases, you want to focus on your core business, understanding the guest, the market and the quality of service you’re delivering. But control, compliance and transparency are critical too.

The NetSuite Advantage

In an industry characterized by low margins, fierce competition and high market noise, cloud-based ERP is the recipe for success for a growing number of restaurant chains. NetSuite offers cloud technology and industry-specific knowledge that are empowering chains to help dramatically improve their business agility. With NetSuite, your business can focus on delighting diners with a remarkable restaurant experience—not on troubleshooting underperforming IT systems.

“We wanted to future-proof our business with one source of data that we could depend on. NetSuite gave us all of that.”

James Burt, CFO, Seven Miles Coffee Roasters

NetSuite ERP supplies a modern, complete and transparent platform to streamline your back-office and eliminate complexity.

Comprehensive financial management

- End-to-end visibility into cash on hand, receivables and payables.
- Reduced records redundancy provides better labor and menu item forecasting.
- Seamless integration into banking systems, enable more accurate audits and maintain detailed tracking records of orders.
- Real-time insights into budgeting, expense allocations and amortization. Set up flexible billing and statistical accounts to store non-monetary values.
- Complete fixed asset lifecycle tracking and reporting from acquisition to depreciation to retirement.
- Modern and robust financial reporting capabilities that are flexible and customizable.

Multiple entity management and consolidation

NetSuite OneWorld helps restaurants with multiple locations and subsidiaries streamline operations and provide real-time visibility at the local, regional and headquarter levels within a single system. With OneWorld, restaurants can develop standard business processes and deploy them across their divisions and subsidiaries at the click of a button; all while

meeting critical and time-consuming regulatory financial compliance requirements.

Inventory Management

Make sure you have just enough inventory on-hand in the right locations to meet demand.

- Automatically calculate preferred stocking levels, lead times and re-order points.
- Categorize inventory based on volume of transactions and/or value. Enter regular periodic counts of on-hand item quantities to maintain inventory accuracy.

POS Integration

- Integrate MICROS Symphony POS to increase data integrity and eliminate manual processes.
- Gain overall visibility into stocks, sales and revenue for more accurate forecasting; reducing waste and increasing productivity.

HCM

NetSuite SuitePeople empowers managers and HR professionals to streamline employee information, new hires, employee onboarding, payroll, promotions and compensation changes, all from a single suite. Key features include:

- Core HR Capabilities
- Payroll
- Employee Center
- HR Analytics

“NetSuite OneWorld gives us a way to deliver a standard platform across the organization that supports our continued growth and development.”

Jollibee Foods

A Pathway to Success

With NetSuite, restaurant chains and franchises are getting more than just a software package, they are getting a lifelong business partner that is committed to their success. Built with industry-based leading practices derived from 20 years of experience and over 18,000 customer implementations, NetSuite is designed to deliver value on day one. Moreover, we take a consultative approach—from sales to implementation to support—to ensure continuity across your lifecycle as a customer. We have a deep understanding of the challenges that restaurants are facing in today’s market. As the pace of change accelerates, NetSuite is here to keep you on a pathway to success.

