

Success story

Best Western - A Sage 300 ERP Success Story.



The challenge

The Lamplighter Inn faced inefficiencies with its manual time and attendance process as its staff grew to nearly 300 employees, but with Sage 300 ERP's continual updates and adaptability, they've been able to improve operations, as noted by Helen Schols, while also benefiting from the broader use of Sage 300 ERP across Viscount Properties' 20 subsidiary companies.



The solution

Facing a redundant time and attendance process, Lamplighter Inn partnered with BAASS and Manusonic to implement a biometric time clock system for accurate employee verification, while also optimizing inventory management of alcoholic beverages through Sage 300 ERP's Inventory Control module and streamlining financial reporting with the G/L Consolidations module.



The result

Since implementing the new hand punch time clock system, which staff finds less intrusive yet secure, Lamplighter Inn has effectively tracked labor costs by department using touch screen terminals, while also benefiting from BAASS's expertise and the G/L Consolidations module for detailed financial reporting and streamlined budgeting.



"We really enjoyed working with BAASS. They know their products and we know we can trust their advice."

Organization
Best Western
Location
HQ - London, Ontario
Industry
Hospitality Industry
Sage Partner
BAASS Business Solutions



Best Western

The Best Western Lamplighter Inn and Conference Centre of London, Ontario, is widely considered the most elegant conference center in Southwestern Ontario, serving a spectacular setting for meetings, conferences, and weddings. The hotel's amenities include a waterslide, exercise room, and 172 beautifully appointed rooms. For nearly 20 years, the hotel has relied on Sage 300 ERP and the team at BAASS to ensure its business operations run with precision accuracy. For as long as the hotel has used Sage 300 ERP, BAASS has been a trusted partner in the hotel's operations, providing Lamplighter Inn with service, training, and advice.





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Long-Term Partnership

"Sage 300 ERP has worked so well for us for so long because it continually evolves and adapts to our business," says Helen Schols, controller for the Best Western Lamplighter Inn. "Every release introduces something new and better. We are reaping the benefits of Sage's continual investment in the product."

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Revamping Time and Attendance

The hotel had always handled its time and attendance functions manually. Employees filled out paper timecards and turned them into supervisors for approval.

The supervisors would then turn the timecards over to the payroll department for data entry. This redundant and inefficient process became increasingly difficult to manage as the hotel's staff grew to nearly 300 employees. The Lamplighter Inn turned to BAASS for assistance. BAASS partnered with Manusonic, a premier provider of workforce management solutions. "The company produces time and attendance hardware and software that integrates with Sage 300 ERP," explains Schols.

Lamplighter Inn decided on a biometric time clock system to eliminate the possibility of buddy punching. As employees clock in or out, they place their hand on a terminal that captures a three-dimensional image of the hand and verifies identity with unparalleled accuracy. "The hand punch system has been very well received by our staff," Schols says. "It feels less intrusive than a fingerprint system, yet has the security we were looking for."

Hotel employees often split their time between various departments, such as housekeeping and maintenance. To enable the hotel to track labour costs by department, Manusonic added touch screen terminals to each time station, allowing employees to select the department they are working in.





Better Inventory Control

The Sage 300 ERP Inventory Control module is an ideal solution for managing the hotel's inventory of alcoholic beverages. BAASS showed the hotel how they could set up separate warehouse locations in the software for each area of the hotel where alcohol is stored or used, such as the restaurants, lounge, and banquet facilities. To maintain stocking levels in each location, inventory transfers are performed out of the stocking warehouse.

"We perform physical counts using Sage 300 ERP and record both full and partial bottles," Schols says. "By keeping such tight control, we reduced shrinkage."

Consolidated Financial Statements

The Lamplighter Inn's parent company, Viscount Properties, manages 20 other subsidiary companies using Sage 300 ERP. To efficiently generate consolidated financial statements for the entire organization, Schols utilizes the G/L Consolidations module.

The G/L Consolidations module allows her to transfer and merge General Ledger account and transaction information between separate company and branch office locations, even when those subsidiaries are not running Sage 300 ERP on the same network or accounting database.

Schols can define the level of detail to consolidate and a comprehensive audit trail provides a detailed record of the transactions. Within her own organization, Schols relies on the Financial Reporter tool to give managers the information they need to make informed decisions. "Custom reports are very easy to develop and budgeting is streamlined and efficient," she says.

No Reservations

Currently, BAASS is implementing the Sage CRM module for Lamplighter Inn. Sage CRM includes a built-in productivity tool called the Collections Tab that the hotel plans to use to help it stay on top of collection of receivables. When the tab is accessed, a default pipeline is displayed, along with the numeric aging summary, providing an instant picture of how effective the hotel has been collecting money due from its customers. "Collections are an inevitable part of the business, so tools that help the process are very welcome," notes Schols. The hotel also plans to make use of the marketing capabilities of Sage CRM to promote its facilities. "We really enjoy working with BAASS," concludes Schols. "They know their products and we know we can trust their advice."