



SARKU JAPAN

FROM MULTIPLE BASES TO A CENTRALIZED SOLUTION.

“ GETTING INFORMATION USED TO BE DAYS, NOW WE CAN ALMOST INSTANTANEOUSLY GET INFORMATION OFF OF OUR REPORTING TOOL.

About Sarku Japan

Sarku Japan is the largest and most successful Japanese Quick Service Restaurant (QSR) in America. Since it opened in 1987, they have grown to over 250 locations, primarily in the US, with more than 2,000 employees to support their operations. Despite the majority of locations being in the US, Sarku Japan's head offices are located in Markham, Ontario. Sarku Japan prides itself upon providing fresh food and friendly service, along with sharing traditional Japanese cooking with others.

The Challenge

Contrary to other QSRs who tend to outsource administration functions to other companies, Sarku Japan handles all their operations and services at their Canadian head office. At their head office, they have dedicated teams for databases, IT, HR, finance, payroll, operation support, construction and design for Sarku Japan stores, and

legalities. Sarku Japan is very vertically integrated, in the sense that a lot of operations are dealt with by their Markham head office.

It is important to note that Sarku Japan is a national chain that has operations in 34 states. These 34 states are essentially operating as their own individual entities as they have their own operating rules instated by their respective communities. These operating rules primarily come from the city or state they are located in. Dennis Chong, Director of Information Systems, recalls that “consolidating information has always been quite a challenge for us”. The consolidation of information across their many entities were complicated and strenuous. Since their head office is located in Canada, they were remotely controlling all their stores, which had some limitations due to different issues and labour climates. Prior to working with BAASS, the company had separate databases

operating state. It was a complicated and long process to consolidate information from different locations.

The Solution

The decision to use Sage was clear cut for Sarku as it solves the multicurrency issue. Working hand and hand with the BAASS Development team, Sarku was able to communicate their needs and wants, resulting in a fully integrated and custom tool. BAASS was able to help Sarku figure out a method to consolidate all the different entities through a reporting tool. This tool would help the business report all the data coming from different sources. BAASS was responsible for the implementation of the BAASS Bridge, Sage 300 ERP, HRMS, Global Software Reporting Tool, as well as various customizations; these customizations included a payroll middleware, time attendance, and HRMS data integration with Sage.

The BAASS Bridge was used to integrate the system that they previously had in place, into their new Sage product.

The Result

The technological additions boosted Sarku Japan's efficiency. After the solution was implemented, Dennis notes that they are now able to extract sales data from all the stores on a daily basis and feed the data through the reporting tool, allowing them to report on a daily, weekly, or monthly basis. This was a major difference from before: "Before BAASS came into the picture, reporting from an organization point of view, or having a consolidated picture of all the financial information was a very complicated task. At times, we weren't even able to report the information until days later". There were times in which relevant information or in-depth analyses would take days to complete. The adoption of the solution was a collaborative effort, so having a good relationship with BAASS made it a smoother transition being that it was easy for Dennis' team to reach out and ask questions when they needed. Dennis quantified the significant increase in efficiency the company valued and benefited from: "Getting information used to be days, now we can almost instantaneously get information off of our reporting tool".

Working with BAASS

Dennis expressed pleasure in the BAASS development team's strong understanding of the company's operations. The development team was able to identify, dissect, and reflect upon Sarku Japan's pain points and next steps. He mentions that "along the way, BAASS' development team has given [Sarku] a lot of help in steering [them] to be self-reliant and independent". The strong partnership between Sarku Japan and BAASS was created by the sharing of technologies and knowledge regarding the Sage products and customizations by BAASS' development team. This cooperation has empowered Sarku Japan to explore potential usages of technologies to further their organization's efficiency and effectiveness. Ultimately, BAASS has opened up various opportunities for Sarku Japan, and allowed their "admin and database groups to not be bound by the limitations of existing applications and tools".



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