

# Transform Your Restaurant Chain

**Capgemini and NetSuite deliver a recipe for success for restaurant chains**



The restaurant industry is in constant flux with chains competing for loyalty and wallet share among informed and connected diners, all while contending with fast-changing industry dynamics. Low margins, aggressive competition, and the imperative for differentiation and growth are among the pressures facing virtually every restaurant chain.

Inefficiencies in back-office operations and aging and costly IT systems exacerbate the challenges. Often relying on outdated, insufficient or multiple legacy IT systems, many restaurant chains contend with process delays, high costs and poor visibility that chew up resources and eat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.

Cloud-based ERP is the recipe for success for a growing number of restaurant chains. NetSuite and Capgemini offer cloud technology and industry-specific knowledge that are empowering chains to help dramatically improve their business agility. With joint solutions from NetSuite and Capgemini, your business can focus on delighting diners with a remarkable restaurant experience—not on troubleshooting under-performing IT systems.





## Why Capgemini and NetSuite?

NetSuite's single, integrated solution for ERP, CRM and eCommerce is used by more than 20,000 organizations around the world, including many restaurant chains and retailers. As a top NetSuite global systems integrator with experience in cloud ERP and the restaurant industry, Capgemini offers services that range from consulting and system implementation through to ongoing support in managing a chain's back-office finance functions in a business process outsourcing (BPO) model atop the NetSuite platform.

### Strengthen Franchisee Relationships

NetSuite ERP supplies a modern, complete and transparent platform to streamline interactions with your chain's franchisees, from onboarding to order management and financials. For instance, at a large restaurant chain, Capgemini has deployed NetSuite ERP and B2B Customer Center to efficiently process orders across thousands of locations. Cloud technology from NetSuite and Capgemini can help you strengthen collaboration with franchisees while improving cost efficiencies and visibility for all parties.

### Gain Agility to Adapt and Grow

NetSuite enables business agility with cloud ERP that can be rapidly configured and deployed to meet unique business requirements, and easily extended across new domestic or international locations. The cloud model avoids the high capital costs of on-premise applications while delivering a unified platform for end-to-end business management, with real-time data and rich reporting on key business metrics. With Capgemini's consulting and implementation services, your chain will be empowered to adapt swiftly to challenges, capitalize on opportunities and strategically grow the business.

### Improve Efficiency with BPO

Capgemini's Virtual Company BPO offering lets you outsource finance and accounting (F&A), HR and other back-office functions to a proven and trusted BPO provider so that you can focus on innovation and enhancing the customer experience. Enabled by NetSuite, Capgemini Virtual Company helps you eliminate administrative headaches, improve internal efficiency and speed key business processes. Integrating seamlessly with your organization and technology, Capgemini leverages its Global Process Models, based on best practices, to streamline your procure-to-pay, order-to-cash and record-to-report processes while giving you anytime, anywhere access to your data in real time.

### Take the Next Step

An antiquated back-office setup, inefficient processes and fragmented on-premise applications can be weak links for a leading restaurant chain. NetSuite and Capgemini offer a proven fast-track to modernizing your IT infrastructure to dramatically increase process efficiency and gain the visibility you need to strategically differentiate and grow the business. Explore how Capgemini and NetSuite can help transform your restaurant business and power growth. Contact us to get started on your journey to the cloud.

### Key Capabilities

- End-to-end finance and accounting, procure-to-pay, order-to-cash
- B2B and B2C eCommerce
- Franchisee relationship management
- Cloud readiness assessment
- Business Process Outsourcing

### Benefits

- Reduce operational, administrative and IT costs
- Improve visibility and efficiency across the restaurant chain
- Gain new agility to adapt and grow the business
- Speed expansion into new domestic or global markets
- Streamline franchisee collaboration and transactions

## Contact Us:

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## About Capgemini

With almost 145,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2014 global revenues of EUR 10.573 billion (more than \$14 billion USD). Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

Learn more about us at [www.capgemini.com](http://www.capgemini.com)

### About NetSuite

NetSuite Inc. is the industry's leading provider of cloud-based financials/Enterprise Resource Planning (ERP) and omnichannel commerce software suites. In addition to financials/ERP software suites, NetSuite offers a broad suite of applications, including accounting, Customer Relationship Management (CRM), Professional Services Automation (PSA) and ecommerce that enables companies to manage most of their core business operations in its single integrated suite. NetSuite software allows businesses to automate operations, streamline processes and access real-time business information anytime, anywhere.

Learn more about us at [www.netsuite.com](http://www.netsuite.com)