



**Overview** – Barbeque Nation is one of the largest Hospitality chain’s in India. The company has more than 70+ outlets across India and also presence in the Middle East Markets

**Situation** – NAV 2009 with LS Retail had been implemented from 2011 and used across the Organization for the back office and hospitality operations. The requirements were to upgrade the LS NAV solution to the latest version of LS NAV2016.

**Proposed Solution** - MS Dynamics NAV 2016 with Integration to multiple digital payment gateways and Loyalty based applications. The Solution was completely upgraded back office operations by CocoonIT with the complete business process study, functional mapping, and Integration Mapping with MS Dynamics NAV 2016 deployment.

### **Benefits**

- Improved Hospitality Process

Complete Hospitality process flow mapping with back end has helped in improving the productivity of back end users

- Integration with Loyalty System

Customer loyalty and rewards improved through integration with LS NAV

- Improved Processes

There is now complete end-to-end visibility into its key business processes

- Management Dashboard Reporting

Dashboards have been configured as per Management roles and real time analysis is helping in better view for future business