



Sugar Factory Streamlines Operations with POS, Inventory and Procurement Solutions

Established in 2009, Sugar Factory has become well-known in a short time for its couture confections. The company currently operates three retail stores in Las Vegas and recently opened the Sugar Factory American Brasserie restaurant. The company is also a partner in the new Chateau Nightclub at Paris Las Vegas, as well as Cabo Wabo Cantina in Planet Hollywood Resort & Casino. These locations serve more than 35,000 customers each week.

In addition to its brick-and-mortar locations, the Sugar Factory also does a brisk online business. With an operation of this magnitude, the company requires powerful and reliable technology, particularly for inventory and procurement and point of sale.

Features, functionality and support

When deciding on technology for its business, Sugar Factory consulted with industry professionals and looked at a number of software systems. From an inventory and procurement perspective, it needed a solution that could work well in both retail and food & beverage environments as well as one that could grow with the company. The system would also have to be able to accommodate an

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SOLUTIONS AT A GLANCE

- > **Industry:** Hospitality/Restaurant
- > **Challenge:** Sugar Factory needed automated systems for point of sale and inventory & procurement that worked well in both retail and foodservice environments and that could increase efficiency and streamline operations
- > **Solution:** Eatec® inventory and procurement system and InfoGenesis™ POS system by Agilysys
- > **Results:** Increased productivity, consistency in operations, enhanced guest service

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expanding Web-based business. From a point-of-sale perspective, the company required a solution that was flexible and scalable. It would also have to adapt to both retail and food & beverage operations.

According to Sugar Factory Controller & Chief Financial Officer Tony Worsley, the Eatec® inventory and procurement solution and the InfoGenesis™ POS system, both by Agilysys, fit the bill to a tee. “We particularly liked the openness of the systems, their real-time reporting capabilities and the fact that the InfoGenesis POS system could function in all of our venues,” he said. Best of all, the two systems work together to offer a complete and integrated solution for managing food & beverage and retail operations.

Implementation and training went smoothly. Sugar Factory uses the InfoGenesis POS as a

hosted solution, which ensures trouble-free implementation as well as consistency at all of its locations. “Employees also like both systems, which is always a plus,” said Worsley. “And the Agilysys support team has been very responsive to our needs.”

Enhanced guest service

The Eatec inventory and procurement solution and the InfoGenesis POS system have streamlined Sugar Factory operations. “We have all the tools we need to be proactive and accountable,” said Worsley. “And, because the solutions are so seamlessly integrated, they truly work hand-in-hand, ensuring we have reliable and timely information.”

Now, Sugar Factory has accurate and up-to-date data on product sales and inventory depletion, which translates into enhanced guest service.



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Management tech tips:

Before investing in technology, management at Sugar Factory urges operators to keep the following tips in mind:

- Take the time to comparison-shop at least three systems.
- Contact IT directors in similar businesses to obtain first-hand information about software performance and vendor reliability.
- Make sure the vendor you choose has experience in the hospitality industry.
- Make sure the systems you select have all the functionality you need to meet your business objectives.
- Make sure the software systems you select can grow with your operation.

“Because inventory levels are properly maintained, we are able to expedite the check-out process,” he said.

Moreover, both solutions are scalable. “Sugar Factory has a wide range of store sizes as well as a diverse product set. Our operation encompasses a warehouse, a Web store, three retail stores, two restaurants and a nightclub,” Worsley explained. “Some software systems would not be able to work well in all these environments, but the Eatec and InfoGenesis solutions are able to handle the nuances of our business with ease.”

The systems have also helped Sugar Factory gain consistency throughout its entire operation and have

given management more control over the business. The purchasing department and warehouse, for example, can easily manage inventory levels. The systems also provide a platform for reliable reporting and consistent paperwork throughout the company.

“The Eatec inventory and procurement suite and the InfoGenesis POS system are powerful technology solutions, and we are constantly learning more about them,” concluded Worsley. “We plan to expand the use of both systems as we add new locations in Las Vegas and throughout the United States. We also plan to add the sales & catering module to the Eatec system, so that we can increase our banquet business.”

Who We Are and What We Do

Agilysys is a leading provider of innovative IT solutions to corporate and public-sector customers, with special expertise in select markets, including retail and hospitality. The company uses technology — including hardware, software and services — to help customers resolve their most complicated IT needs. The company possesses expertise in enterprise architecture and high availability, infrastructure optimization, storage and resource management, identity management and business continuity; and provides industry-specific software, services and expertise to the retail and hospitality markets. Headquartered in Cleveland, Agilysys and its subsidiaries operate extensively throughout North America, with additional sales and support offices in the United Kingdom, Singapore and Hong Kong.



For more information about Agilysys hospitality solutions, please call 1-800-241-8768

