

MICROS eSolutions at home in the Outback



Outback Steakhouse
Sydney and Wollongong
outbacksteakhouse.com.au

No. of Restaurants
6 restaurants



Outback Steakhouse is an international franchise that's been in Australia since 2001. The first restaurant opened in Parklea in Sydney's north-west, and the group has since grown to include six restaurants in Sydney and Wollongong.

Georg Mandel has been the Administration Manager of the Outback Steakhouse group since 2007. In this role he works as the group's financial controller, and is responsible for the IT systems and procedures across all six sites.

Mandel says the group first started using MICROS in 2002, when they implemented a new point-of-sale (POS) system at Parklea – which was the only Outback Steakhouse in Australia at the time.

"The old POS system just couldn't cope," Mandel says. "So we replaced it with the MICROS RES3700 system, which we now have installed at all our sites."

In 2007, when Mandel started in his current role, he performed a review of the POS systems available on the market. With the group now comprising three restaurants, and a fourth on its way, he was keen to compare the functionality of POS systems across multiple sites.

"We decided to keep using MICROS because very few of the competitors were able to match the reporting capabilities and scalability of eSolutions," he says.

"Another factor was that many of the other POS systems were geared more towards fast food – with simple menus and only a few ingredients. We needed something more suitable for a full-service restaurant."

Smarter reporting with mymicros

Mandel says one of the main benefits of the mymicros reporting system is the ability to gain a quick snapshot of the group on a day-to-day basis – even if he's not in the office.

"Working with a web-based system means I can access the information I need anywhere, at any time."

The system allows him to easily prepare an executive summary for the owner of the business, and he often uses the Report Mail feature to email sales comparisons to managers.

"Having mymicros makes it easy to review what's happening at a group level, and gives me the ability to drill down into an individual restaurant if I need to."

"In the past we've relied on the individual restaurant managers to provide the right information at the right time, and we'd often have to work with very little input."

Mandel adds that the consolidated reporting plays an important role in improving the organisation's controls, as it helps him identify potential issues across the sites.

"The system has helped us find some loopholes in our security settings," Mandel says. "It's definitely improved our controls."

"we've improved our profitability by 2-3%"

Georg Mandel, Administration Manager, Outback Steakhouse



Improving stock control with myinventory

Mandel uses MICROS' myinventory feature to monitor and report on the restaurants' stock levels on a regular basis. He says that having consistent menus across the group helps him easily identify inconsistencies.

"All of our recipes are straightforward, and they're identical across the group," he says. "That means I can analyse the cost of goods between the sites, and see if any of the restaurants are experiencing excessive wastage – like if they're using too much cheese or butter."

Likewise, myinventory has also enabled Mandel to identify and deal with wastage problems behind the bar.

"A report showed a significant amount of tap beer wastage in one of our restaurants. By drilling down we were able to pinpoint the particular brand of beer, and then right down to a particular shift. That meant we could address the problem very quickly with staff training."

Delivering better value to customers

While most of the benefits of myinventory are in the back of house, Mandel believes the ability to improve cost control also benefits customers.

"Having myinventory allows us to better manage our cost of goods, and reduce the wastage in our restaurants," he says. "That allows us to maintain menu pricing at a fairly tight margin, and the customer benefit is that we don't raise our prices."

Mandel says the consolidated reporting functionality of mymicros also encourages them to run special offers to customers, further enhancing value for money.

"We can now do one-off promotions or special offers, and the results across all our restaurants are available simultaneously."

This kind of information also helps Mandel and the owner of the business make decisions about how to improve the experience for customers.

"Having ready access to information about food and drink sales across the group allows us to identify trends, and helps us form a direction about our menu and our offering."

Running a more profitable business

As well as using the MICROS reports to drive business decision-making, Mandel believes there are genuine cost savings to be made by employing MICROS' eSolutions.

"myinventory has contributed at the very least a direct saving of 1-1.5% from our cost of goods," he says.

"Then there's the consolidated reports, which gives us the ability to deal in more specific quantities with our suppliers. All up I'd say we've improved our profitability by 2-3%."

In addition, Mandel says the MICROS eSolutions significantly reduced the time it would usually take to bring costs under control when they opened the two newest Outback Steakhouse restaurants in 2009 and 2010.

"Traditionally our cost of goods is very high for the first few months of a new restaurant. But using myinventory helped us get costs down to where they should be within four to six weeks."

"Would I say MICROS saves you money when you open a restaurant? It sure does!"

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