



Fast food is a fast industry

"The fast food industry is highly competitive. Process optimization and cutting marginal costs are the keys to success," explains Bente Brocs, CFO of Umoe Catering A/S. **"To stay ahead of the competition in a market like this you need to be flexible, scalable, and extremely efficient."** Umoe Catering, best known for its Peppes Pizza and Burger King restaurant chains, has a long tradition of pro-actively using IT to meet the challenges of the market. Umoe took another step in that direction when it ordered an IDM solution from Multi-Support, establishing a complete corporate document management infrastructure based on MultiArchive.

Umoe Catering is familiar with the standards and norms set by multinational brands, such as Burger King, in terms of business reports, procedures, and documentation. The new IDM solution allows Umoe Catering to comply more easily with existing and future demands.

The project was designed to handle a centralized purchasing system, which controls the supply chain for all of Umoe Catering's restaurants and cafes. The IDM solution supports many different business areas, including supplier invoice processing. Over 100,000 supplier invoices, whether they are on paper, in XML, or EDIFACT, are captured and interpreted automatically using the most advanced capture technology available.

The majority of the supplier invoices are the result of transactions processed

through the procurement portal, Attento, which automatically generates purchase orders in the business application, Solution One, used by Umoe Catering.

The solution automatically performs a complete three-way-match, verifying that goods received match the PO, and that the invoice received matches the goods and PO. If any discrepancies are detected, the invoice is automatically routed to the person responsible, no matter where he or she might be located in Norway. And because the solution is browser-based, they may even decide to attend to the matter from home.

While the structured processing of supplier invoices is definitely a major application for Umoe Catering, it is far from the only one. Processing of new staff members and contract renegotiations are just two on a long list of applications.

Every part of the organization with mission critical business processes benefits from the built-in audit trail created by the structured rule and role-based workflow.

According to Henry Karlsen, CIO of Umoe Catering, the wide application scope of the IDM concept makes Multi-Support very competitive compared to all the major players in the market. "With MultiArchive we get much more than a simple invoice processing application, we get a foundation for our entire document infrastructure. The fact that it runs as a zero-install browser application, and integrates seamlessly with our business application, didn't hurt either".

Facts:

Umoe Catering AS is Norway's leading chain of service establishments with an annual turnover of €215 million, and a staff of 4,000 divided between some 205 restaurants and cafés.

The company's subsidiaries, perhaps better known to the public, are Peppes Pizza AS, King Food Norge AS (Burger King), American Bistro Scandinavia AS/American Bistro Sweden AB (TGI Friday's), Café Opus AS, La Baguette AS, and Pubcompaniet AS. Umoe Catering AS also owns 50 per cent of Togservice Norge AS.

Peppes Pizza alone sells more than 9 million pizza meals a year. Add to that the Norwegian share of the 1.7 billion Whoppers sold worldwide each year, and the numerous meals served at Friday's, Cafe Opus, La Baguette, etc. It all adds up to (g)astronomic figures.

Group websites: www.uc.no,
www.burgerking.no
www.fridays.no
www.peppes.no
www.cafeopus.no
www.labaguette.no
www.togservice.no
www.fattigmann.no