



Hospitality IT you WISHED for...

Touché

F&B POS system



Bombay Palace

LONDON

Bombay Palace, gateway to superb Indian cuisine...



There are a number of reasons why you would visit Bombay Palace, whether its someone's birthday, wedding reception or entertaining your Clients. Bombay Palaces ambience and superior quality of food offer a very relaxing environment for dining.

Bombay Palace is an international chain of Restaurants in USA, Canada, UK, Malaysia and India. With the head office based in New York, its vital for the Owners and the Management team to have a robust IT solutions partner that understands the challenges of running a global business.

Bombay Palace London, first opened its doors in 1981. The Restaurant is based in the affluent Connaught Village area, just off Hyde Park Square and, seats 110 diners with an additional 20 seats in the Lounge. During the summer season, the patio area opens seating a further 16 dinners.

Not only do the Bombay Palace enjoy a high table cover rate for seated dinners they also offer a take away and delivery service as well as a private dining area called Palace Suite. The team have an excellent track record of holding events and also provide catering for large Weddings.

The Challenges:


Bombay Palace used to have a simple tilling system of 2 tills. Whilst the business was going from strength to strength the previous tilling system was limited on the features it provided for the requirements of this thriving Restaurant.

The challenges for the business were:

- limited reporting functionality as the previous system only held data for 7 days and then it would be wiped from the database.
- Daily sales report was printed then keyed into an Excel spreadsheet which was labour intensive and produced many errors.
- No distinction between In-house orders, take-aways and deliveries resulting in a manual process for each revenue stream.
- The Restaurant did not have a seperate module for keeping track of Deliveries and Tracking.
- When a regular Customer would place an order, the requesting team had to re-enter their details, which often led to errors. The system could not identify if a previous Customer had requested specific dietary requirements, or what the past history of the Customer was.

Whilst the previous system had suited the needs for Bombay Palace for a number of years, the Team identified that these challenges needed to be resolved and started the process of researching different Vendors who specialised in these areas.

Peter D'Silva, Director of Bombay Palace states "Not many Restaurants like changes within their business. We had held of trying to replace our system for a couple of years as we did not want to disrupt our employees daily tasks. We were ensured by Prologic First that not only could they provide us with the solution to our problems but the implementation would be seamless."



Serving up efficiencies within the Bombay Palace chain of restaurants!

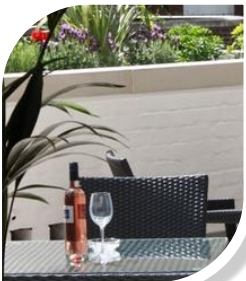


The Solution:

Peter mentions "There are many solution providers within the Restaurant vertical. Though nearly all of the solutions that were presented to us offered good features, we had not identified the correct partner that would tick all of our boxes and also come within budget."

That was until Prologic First contacted Bombay Palace. Prologic First, listened to the challenges that were being faced by Peter and his team. After an indepth review, it was decided that the Touché Point Of Sale was the correct solution for Bombay Palace. There was a small requirement to enhance some of the features but the overall core system was exactly what Bombay Palace needed.

Raj Harash Business Development Manager for Prologic First explains "When we first met with Peter and his team, it was clear that they had out grown their current system and they were looking for a Systems Provider that understood the Restaurant business. After an indepth analysis of their operation, We decided to enhance some of the features within Touché to give Peter and his team the data and process flows they required to ensure they continue to provide the level of service that is expected from this fine dining restaurant."



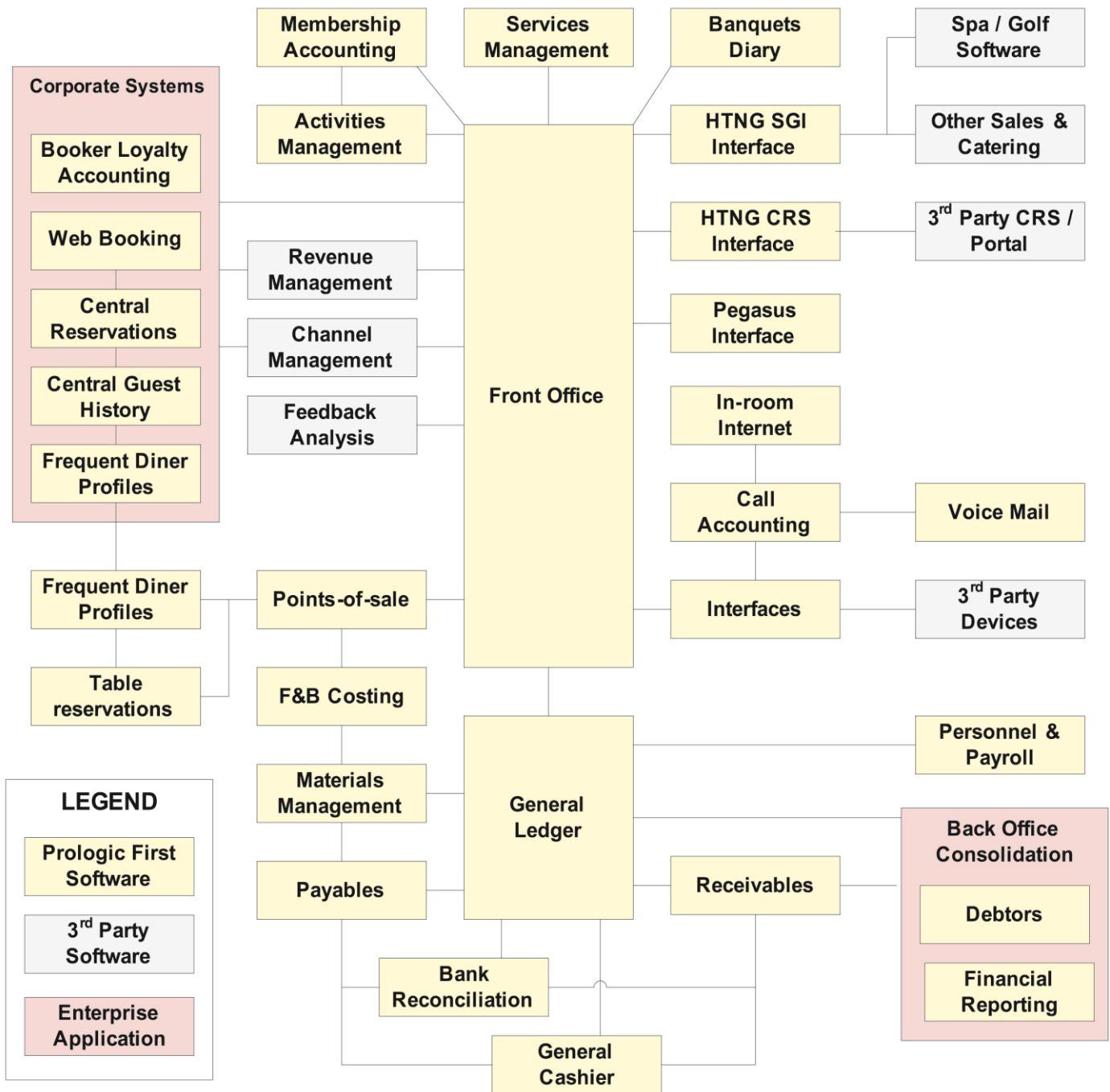
How has Touché helped Bombay Palace?

Peter explains "I have been very pleased with the deployment of Touché and the after sales support from Prologic First. We now have a system that gives us ample reports which makes business decisions easier. The Guest Profiler allows us to keep on track with our Customers changing requirements and also stores whether a previous Diner/Customer has special dietary requirements. The delivery module has enhanced user experience. Having these features in place, we can make business decisions based on the collection of data we gather from Touché.

Bombay Palace continues to work with Prologic First identifying new areas in which software will be able to help their operation.

Raj explains how the solution was developed and the relationship between Bombay Palace and Prologic First "Right from the start, both companies understood this was not a typical Client and Vendor relationship. This had to be a partner approach from both parties. The success of this deployment and the development of Touché for Bombay Palace came from an indepth analysis of understanding what Bombay Palace was looking to achieve. Having a software development team that understands hospitality also played a major part in getting the solution correct first time. I am delighted with the return on investment that Bombay Palace has achieved from the Touché solution. I think its sufficient to say that this solution would not have been so successful had we not had this partnership approach to this challenge."

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Customers in 27 countries with over 1 000 installations



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