

Customer Case Study

Aramark

ARAMARK is a world leader in the provision of food and hospitality contract services to business and industry with operations in several countries around the world including the UK.

“I am happy to recommend RouteOne to other organisations for its advanced technology and flexibility.”

Carol Cowling, Aramark



Industry	Catering
Employees	(UK) 13,000
Turnover	(UK) £400Mil
Solution	RouteOne
Enterprise Software	JD Edwards

ARAMARK UK is one of the UK's largest contract caterers providing food services to many clients in Business and Industry. They operate in most industry sectors and pride themselves on delivering a first class service.

An Expanding Enterprise

ARAMARKs' ERP software, JD Edwards runs on a centrally located iSeries. They have a number of regional offices, each responsible for providing financial information to the global HQ, their customers and suppliers.

The widely distributed workforce combined with the large number of business partners led to a problem in speedily creating and distributing reports from information held on the iSeries. The retrieving and delivering of this information was proving costly for both the IT departments and management personnel.

The Data Dilemma

A key identified problem was within global financial reports. Final monthly figures were not available until 9-10 days after month end, as the data had to be extracted, delivered and revised prior to final extraction and delivery. The nature of ARAMARKs business means timescales are critical, any delay in providing this information is costly from both a financial and human resource aspect.

ARAMARK required a solution that would enable this information to be delivered in a more timely, cost effective manner whilst significantly reducing the workload involved.

The AS/400 was a stand alone box containing a huge amount of information that no one could easily access. The introduction of RouteOne has, with relative ease, opened up the iSeries

Customer Case Study

Too Many Cooks Spoil the Broth

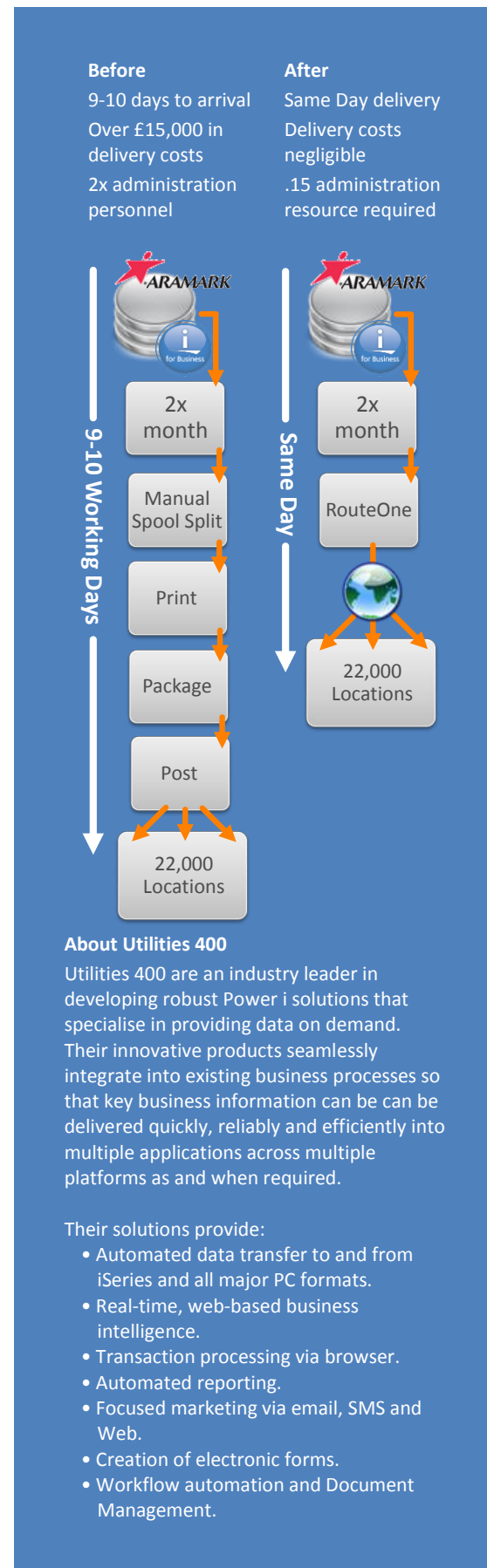
Each month, ARAMARK faced the mammoth task of manually splitting a 5000 page report which was then printed in the relevant regional office. Each regional office then either posted the reports to the relevant business unit or alternatively someone from the business unit would have drive to the office to collect it. It took, on average, 8-9 days to produce, revise and finalise this information and a further day to deliver it to the correct person, department, partner or customer. Business growth, however, made this situation increasingly untenable.

ARAMARK needed to reduce the time, human resources and stationery costs it took to generate and deliver these reports with the priority being to reduce IT and management resource.

A Palatable Solution

ARAMARK turned to Utilities 400 as their preferred solution provider. Utilising RouteOne, ARAMARK were able to extract the monthly spool file of approximately 5000 pages, split it into around 3000 individual reports and deliver it to the relevant business units automatically.

Not having to print and collate documents has saved hours. Printing onto pre-printed stationery with a line printer used to take up to four times as long. Now the documents are crystal-clear and the beautiful layout presents a much more professional image. Following RouteOne's introduction the initial information is now with the end users within four hours – the whole operation has been reduced from a labour intensive, time-consuming 9-10 days to an automated, easy- to-maintain same day to 2 day delivery.



Further information

For further information on this, or any other Utilities 400 case studies, please contact the Sales Department on +44 (0) 1204 388883, email info@uti400.com or visit our website at www.utilities400.com. For Public Relations, please contact Andrew Nicholson on +44 (0) 1204 388883 or email anicholson@uti400.com