

Sage 300 ERP Cooks Up a Winning Solution for Zarky's Fine Foods

Since 1985, Zarky's Fine Foods, a family-owned and-operated multisite grocery operation based in Ontario, Canada, has been preparing and selling homestyle fresh foods and operating a catering and restaurant business. Despite burgeoning retail and wholesale businesses, the company was threatened by an inadequate system that could not link its wholesale operations with its retail business activities. Finding a solution that could seamlessly integrate the accounting and point-of-sale (POS) businesses into a central database became paramount to its continued growth.

Lack of Integration Compromises Efficiency

Without an integrated system, Zarky's Fine Foods risked errors and wasted valuable time. "At the end of each business day, retail sales were taken from the POS system and then transferred manually into the accounting system as a journal entry. Due to the lack of integration between our accounting and POS systems, we couldn't generate any sales analysis reports, and that made decision-making much more difficult," says Katherine Gulley, controller at Zarky's Fine Foods, "Of greater concern were the ongoing duplicate work and errors that occurred from maintaining two separate databases that couldn't share data. Sometimes a price would be adjusted in one system and not in the other."

To find a solution, the company turned to Sage business partner Grant Thornton, which at the time employed Katherine Gulley. "I introduced Zarky's Fine Foods to Sage 300 ERP"* says Gulley. Shortly after the implementation of Sage 300 ERP, Gulley agreed to assume the role of controller at Zarky's Fine Foods.

Robust Point-of-Sale Solution Pulls Through

After implementation, the benefits of the new system were tested during a rampant blackout that affected all of Ontario and half of the United States. "Just as the dinner rush was commencing, the power went out" says Gulley. "We rotated our registers to save battery power and managed to keep business flowing until the store closed."

*Sage 300 ERP was named Sage ERP Accpac when Zarky's Fine Foods initially implemented this solution. The product names have been updated in this case study to reflect current naming.

Customer

Zarky's Fine Foods

Industry

Prepared Foods, Restaurant

Location

Ontario, Canada

System

Sage 300 ERP



Challenge

Zarky's separate databases for its wholesale and retail activities couldn't communicate with each other, leading to duplicate and erroneous data entry and inconsistent data records.

Solution

Sage 300 ERP ensures seamless flow of data between Zarky's accounting and POS databases.

Results

Real-time integration has enabled Zarky's to centralize its multiple databases, reduce errors, and increase productivity.

Once power was restored, we were able to instruct the system to upload all of the offline transactions that had occurred. Amazingly, we didn't miss one transaction during the blackout."

For Zarky's Fine Foods, the advantages of having an integrated system have extended beyond its stellar performance during the blackout. "In the daytime, whenever we need to perform routine server maintenance or if we encounter an unexpected network crash, we simply switch the tills to the offline mode and make the necessary adjustments without any interruption to our daily business," says Gulley.

Another significant advantage is the fact that although the company is rapidly expanding, it has not required additional staff to manage the extra workload. "With several locations and a fast-growing business, we rely heavily on Sage 300 ERP system, which is critical for our reporting needs. Generating whatever reports we need is now a simple process, and having the ability to access all of our sales data in real time has been a tremendous asset to our company," says Gulley. "We now have all the information from our retail and wholesale operations at our fingertips—all flowing into one database. Plus, not even an historic power failure can stop us in our tracks with Sage 300 ERP on our side."

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**Katherine Gulley
Controller
Zarky's Fine Foods**

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