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Company:	ABELA & Co LLC
Location:	Dubai, UAE
Industry:	Food & Beverage
Sub Classification:	Food Service Management
ABELA & Co Profile:	Established in 1967, ABELA & Co is a leader food service management.
ABELA & Co's Brands:	Sandella's, One2Three, Zaatar W'Aktar, Meshwar Restaurant, Archives
ERP Software:	Microsoft Dynamics GP

“Our rapidly growing business has resulted in increasing complexities in our systems that have predominantly remained manual. To improve our efficiencies and take the company to the next level, we were in search of a system to digitize data recording and transfer between departments in a consistent, standard way,” said Mr Abed Hannawi, CEO – ABELA & Co.

ABELA & Co. is a market leader in food service management. In the past decade, they have expanded their business to cover all facets of the hospitality and catering industry, offering exemplary products and service, backed by strong research and an able workforce. ABELA & Co. always aims to provide superior service that exceeds expectations.

Mr. Roy Nasr, Vice President – ABELA & Co. said, “There has been a lack of integration between our main departments, Finance, HR, Purchasing, Operations, and Culinary. We wanted a new system to integrate them all to improve efficiently and productivity”. He added, “ABELA & Co. considered a range of different business management solutions. After an evaluation of market, it decided to deploy Microsoft Dynamics GP. Our conclusion was that Microsoft Dynamics GP was the best fit with the culture of our organization because it was easy to use with familiar Microsoft tools and Microsoft technology is widely accepted.”

SOLUTION:

ABELA & Co., partnered with Microsoft® Country Partner CEM Business Solutions to deploy business management system Microsoft Dynamics® Great Plains.

Ms. Geetha, Co-Founder – CEM Business Solutions, said, “During deployment, we mapped business processes at ABELA & Co. to consolidate their Finance, HR, Purchasing, Operations and Culinary. CEM was involved in streamlining their purchase and process cycle to substantially improve the organization’s efficiency.”

BENEFITS:

The implemented solution eliminated the need for synchronizing multiple systems and cut through complex permit controls to enable better internal control processes. Integration between business processes has improved communication, information distribution, and therefore, productivity.

- CEM Business Services proactively served user requirements such as debugging, technical support, and so on
- Data Accessibility: Automated computation of final settlements cut staff waiting time

- Realignment of business process according to industry standards and best practices
- End-to-end business cycles: Purchasing cycle connect from Purchase Order to Payment
- Detailed Supplier/Service Provider database and Control over cash purchases and easy records access
- HRMS timesheets improved attendance monitoring, and enabled access to employee information for all supervisors across location

Mr. Roy Nasr said: “CEM Business Services helped managers at ABELA & Co. re-engineer business processes based on global best practices. Now, the company is well prepared to meet its global expansion plans. We have now put in place an integrated solution that will help us to achieve our long-term strategic growth plans. Microsoft Dynamics GP has given us the tools to approach every new situation with great confidence. We know now that our information is accurate and up-to-date.”





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