
Customer Case Study

Company Name:

Thomson Catering Pte Ltd, Singapore



www.thomsoncatering.com.sg

- Thomson Catering & Enterprises Pte Ltd has been around since 1969, with its Foods & Beverages Catering and Outlets serving the construction, manufacturing and petro-chemical industries. Operating in the oil-refinery Jurong Island, Singapore, Thomson has ISO 9001:2000 certification and reputation as Customer focused Food Caterer
- The new central kitchen at Jurong Food Hub in full operation doubled the food chain production to meet the growing demand of Customers in both B2B and B2C Segment

Industry:

Food & Beverages Industry

Solution Recommended:

Integrated Cloud based NetSuite ERP, CRM & E-Commerce SaaS Solution

Results:

- Seamlessly handled with Website of Customer from which Web-orders are received, then configured for automated handling these Orders into NetSuite for action by Sales rep
- Automating process in Inventory transfer and movements in Canteen with Operations head doing bulk movements/transfers without needing to fill up paper forms and submitting to Accounts Department on adhoc basis
- Handled the bulk Sales Orders which were Catering/Bufferet where payment is cash-on-delivering and then physically reconciled in Accounts however Accounts team pre-sending the Tax Invoice 1-3 days before the buffet event itself
- Cut FTE-Full-Time Employees Cost by automating manual process and work by 5%

Challenges:

- Unique requirements in treating purchase of non-inventory items like Cooking Oil as COGS apportioned into the Cost of the Dishes made using the Oil
- Lack of integration with Orders from Web meant large lost orders during peak season

Solution:

- NetSuite powers entire business operations in Sales/ Inventory/ Purchasing & CRM
- Integrated Telephone/Online Order management with Commercial Operations to automate Order delivery, tracking, payment reconciliation and Customer Support