Arby's Restaurant Group Oracle E-Business Implementation

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Topics

- What is Arby's?
- Organizational Structure
- Scope
- Timeline and Approach
- Custom iSupport Module
- DataLoad
- Implementation Challenges
- Go Live
- What's Next?

What is Arby's?

- Vision Statement

  "For people who never settle, Arby's promises to serve great-tasting, hand-carved sandwiches, rooted in our one of a kind roast beef heritage, because Arby's believes in the maverick spirit in all of us."

- Arby's Values

  - Play Fair
  - Work Hard
  - Get it Done

  - Dream Big
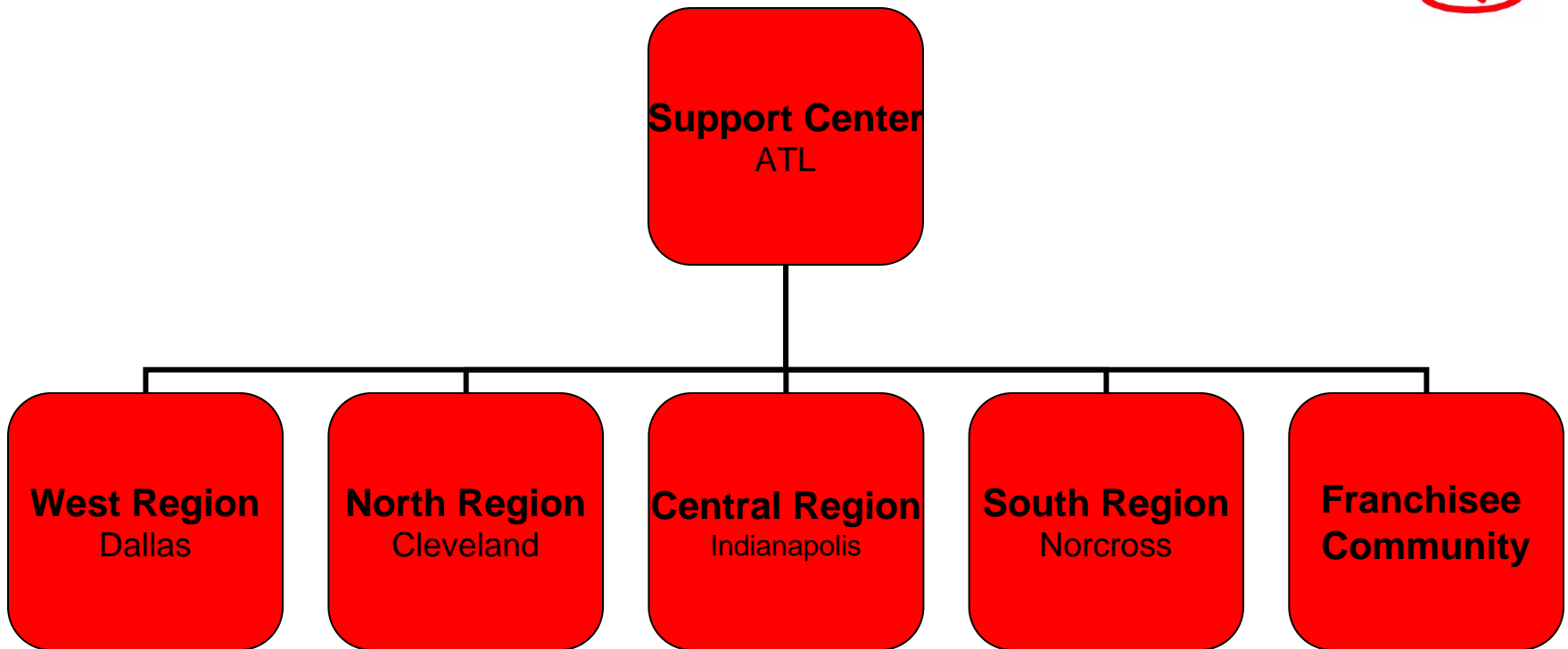 - Have Fun
  - Make a Difference

History of Arby's

History of Arby's

- Founded in 1964 by the Rafferty Brothers
- Arby's Foundation
- Purchased by Triarc Companies, Inc.
- RTM/Arby's Merger
    - 1000 Company Owned Stores
    - 2500 Franchise Stores – US and Canada

Organizational Structure

Arby's

Support Center
ATL

West Region
Dallas

North Region
Cleveland

Central Region
Indianapolis

South Region
Norcross

Franchisee Community

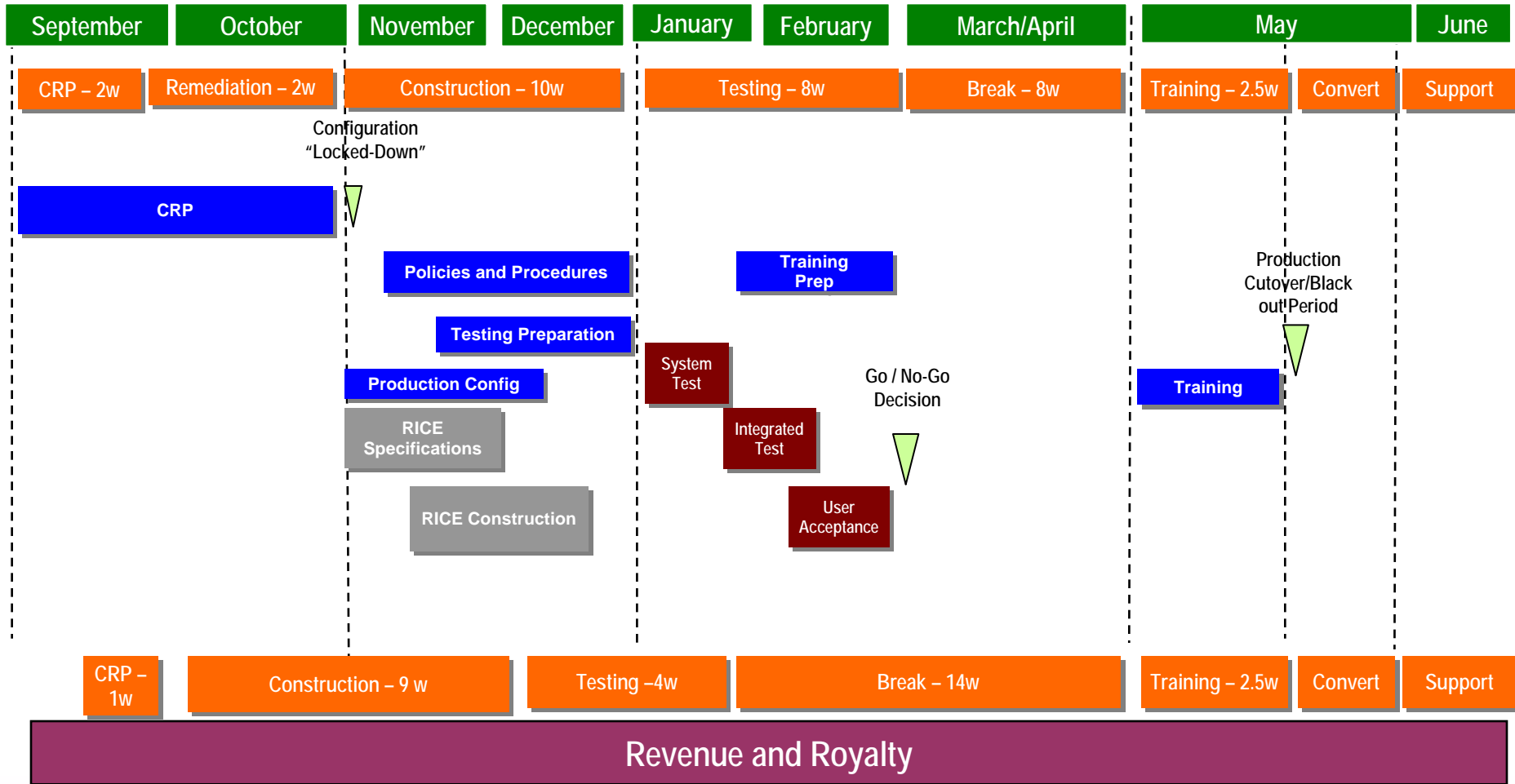1000+ Company Owned Stores and 2500 Franchised Stores

Oracle Implementation - Scope

Scope – Phase 1

- General Ledger
- Accounts Payable
- Fixed Assets
- Property Manager
- Project Accounting
- Accounts Receivable
- Service Contracts
- Order Management
- Install Base
- Advanced Pricing
- iSupport

- 11 Conversions
- 2 Manual Conversions
- 22 Interfaces
- 9 Extensions
- 3 Custom Reports
- Re-mapping to feed our data warehouse

Timeline and Approach

September	October	November	December	January	February	March/April	May	June

CRP – 2w | **Remediation – 2w** | **Construction – 10w** | **Testing – 8w** | **Break – 8w** | **Training – 2.5w** | **Convert** | **Support**

Configuration "Locked-Down"

CRP

Production Cutover/Black out Period

Policies and Procedures

Training Prep

Testing Preparation

System Test

Go / No-Go Decision

Production Config

Integrated Test

Training

RICE Specifications

RICE Construction

User Acceptance

CRP – 1w | **Construction – 9 w** | **Testing –4w** | **Break – 14w** | **Training – 2.5w** | **Convert** | **Support**

Revenue and Royalty

iSupport

Current Process:

Franchisee manually completes and mails the sales certificate with the royalty check by the 10th of the following month to the lockbox.

New/Future Process:

Franchisee enters their sales into iSupport at the beginning of the month. It calculates the royalty fee. Franchisee then mails check to the lockbox, or enters payment through iReceivables.

iSupport

Arby's ARBY'S Sales Reporting Portal

Home Sites Contact Us Feedback Profile Sign Out Help

Home Account Support

Quick Find [Service Requests ▾] [   ] [Go]

○ ─────────────────────────── ●
Create Sales Certificate: Identify Period & Units   **Create Sales Certificate: Review**

Create Sales Certificate: Review

[Cancel] [Previous] Step 2 of 2 [Submit]

Request Type **Royalty Revenue Entry**
Problem Summary

REPORTING PERIOD:	SEP-2007				
Unit Number	Brand	Current Period Net Sales	Royalty Fee	Other Fee	Line Total
5956	ARBYS	$110256	$4410.24	$1323.07	$5733.31
Total Due:					$5733.31

[Cancel] [Previous] Step 2 of 2 [Submit]

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home of the OAUG **KNOW**ledge Factory

DataLoad

DataLoad is a tool that is used to load large amounts of data into Oracle. This tool helped us with the following:

- Loading of Projects
- Job Cost History for Open Projects Conversion
- Loading of Lease Agreement Details
- Correction of Converted Asset Master Data
- Key and Descriptive Flex Field Values for GL and FA

Implementation Challenges

- Consultant Turnover at 100%

- Off Shore Development Model

- The 3 Icebergs:
    - Close the Books
    - SOX
    - Oracle

- Project Participation from the Business

- Minimal Project Team Training

- No In-House Linux/DBA Expertise

Go Live

- Daily Update Project Meetings the last 45 days

- 'Train the Trainer' Approach to Training

- Staggered Conversion Schedule

- Mid-Month Go Live

- Reporting – only the basics

What's Next?

- Process Improvement through E-Business Functionality

- iExpense

- Bringing Arby's Franchise Association onto Oracle

  - Purchasing/Order Management/Inventory

- Rollout iSupport to our Franchisees

Wrap Up

Any Questions?