

CREATIVE BUSINESS SYSTEMS

Helping Grange Hotels to make operational efficiencies and control costs with Microsoft Dynamics NAV



As a trusted partner for over twenty years, we have supported Grange through periods of growth and organisational change



COMPANY PROFILE

Grange Hotels provides a collection of luxury accommodation in some of the best locations in London. Hotels are typically four and five stars combining luxury, local history and tradition.

Sector: Hotel and Hospitality

Solution: Microsoft Dynamics NAV

BUSINESS CHALLENGES

Grange has several front-office systems, each providing key information such as hotel expenditure, food and beverage sales, and occupancy. Many of which are now developed by Grange's in and out-source developers. With all these system changes, they needed a flexible way to integrate their front office systems to a centralised finance system. Their aim was to be able to analyse data easily, make informed operational decisions quickly and control costs. In addition, they wanted the flexibility to compare a range of data without inputting the same information into multiple systems, and required an easy yet efficient way of achieving this for their growing business.



THE SOLUTION

Cbiz has been working in partnership with Grange since 1997. Cbiz implemented Microsoft Dynamics NAV for financial management and accounting purposes. In addition, their front office systems were connected to this solution, so that financial data from their in-house systems could be fed into Dynamics NAV. This allowed the leadership team to utilise back office resources and streamline the finance and operations team to give them greater control and information.

Grange wanted the flexibility to integrate information from multiple systems into Dynamics. Cbiz trained and up-skilled Grange's team to make changes in Dynamics NAV's import routines, allowing them to create various interfaces without having to pay a consultancy fee each time. This partnership approach helped Grange to save money and boost their agility.

Over the years, Cbiz has upgraded Grange's existing Dynamics NAV system, which has been seamless given the complexity and the number of tailored in-house systems. Moreover, it has performed well with the expansion and evolution of the business.

Our approach has been to work collaboratively with Grange to understand their goals and objectives, and to agree on priorities. While Grange's team are using the system day-to-day, we remain a trusted advisor and provide honest advice that is in Grange's best interest.

BUSINESS BENEFITS

Throughout our partnership with Grange Hotels, they have experienced the following benefits:

- ◆ View up-to-date information on the performance of all hotels.
- ◆ Gain insights on real-time data allowing the leadership team to make informed decisions.
- ◆ Monitor expenditure and keep costs under control.
- ◆ Save consultancy fees by training and upskilling Grange's in-house team.
- ◆ Choose and change front-end interface without worrying about whether it can work with Dynamics

"We have worked with Cbiz for many years, throughout that time they have worked to help us meet our system objectives and support us through our growth and challenges. We have built up a friendly, agile and trusted partnership as they have looked after all aspects of our Dynamics NAV system, from valuable advice to appropriate customisations. This has given us the confidence and freedom to choose and design our own front office systems that best fit our needs. One good example of this fruitful partnership is helping us send e-Invoices, copy invoices and e-Statements to 95% of our customers. On the other side of the coin, 95% of purchase invoices are imported into NAV with minimal intervention." Vela Kuhaendran, Special Projects Accountant – Project Lead