

Client Case Study



Coles Liquor- Hotels uses Sage ERP solution from Provida

"When Coles acquired the Hedley business our transactional volumes increased markedly. Provida were on hand to support us with a tight integration to SAP, a new advanced bank reconciliation tool and a new document management solution. We have improved the time it takes to reconcile our bank accounts from a day to an hour."

Brett Kujawski,
Application Support Coles Liquor – Hotels



► Client Background

Coles is a division of the publicly listed company Wesfarmers. The division was formed in November 2007 as a result of the acquisition by Wesfarmers of the Coles Group.

The division comprises supermarket businesses (Coles and Bi-Lo), liquor retailing (1st Choice Liquor Superstore, Liquorland and Vintage Cellars), fuel and convenience outlets (Coles Express) and an online pharmacy (Pharmacy Direct).

Coles Liquor operates a range of liquor retailing formats encompassing three major brands, the 1st Choice Liquor Superstore, the Liquorland convenience offer and the specialist chain, Vintage Cellars.

Coles Liquor also operates a network of 85 hotels, predominantly located in Queensland. This business substantially increased in scale following the acquisition of the Hedley Group during 2006. It is this division of the Company that uses Sage ERP.

► The Challenge

The size of the Hotel Liquor business nearly doubled in size with the acquisition of the Hedley hotels. This placed a tremendous importance on the ERP application keeping pace with the growth of the business.

► The Provida Solution

Provida rapidly and smoothly doubled the ERP user count and added additional software and reporting components that greatly increased the efficiency of operations within the finance team. Additionally Provida was able to support users based in Brisbane and an IT infrastructure based in Melbourne.

► Achievements

Project achievements centered around improved financial transparency for venue managers, improved decision support analysis, better more integrated and more current visibility of financial information and end to end integration.

Coles Liquor - Hotels added the following modules to the core Sage ERP software: audit logging, document management, advanced bank reconciliation and Alchemex Business Intelligence.

At a Glance:

Key Challenge: Overnight doubling of transactional volumes.

Key Achievements by Provida: Increased automatic reconciliation of bank transactions up to 2000 per day using Provida's enterprise strength bank reconciliation software. Integration between Sage and SAP in a "wheel and spoke" scenario.

Industry: Liquor & hospitality

Solution: Sage ERP, Advanced Bank Reconciliation, Audit Logging, DMS.

About Provida: Since 1999, Provida has been a leading Australian ERP software integrator, implementing ERP and CRM solutions in many mid-sized businesses. Provida has offices in Sydney, Brisbane and Melbourne.

For more information about Provida and how we can make a success of your business, visit www.provida.com.au.

