

Bakery franchise expands

GREENMEADOWS-BASED Heaven's Bakery plans to have 10 new franchise stores operating in Hawke's Bay within the next 12 months, before going nationwide in 2010.

As a way of streamlining the entire operation, ABC Software experts have created the perfect "software recipe" for the bakery's online ordering and factory production.

"The new software is the best thing since sliced bread!" says the company's managing director, Jason Heaven.

"We're bakers, we're not IT people. We knew what we needed but we had no idea how to achieve it. ABC Software listened to us and came up with the perfect solution," Jason says.

"The system even tells our bakers how much dough they need to make for the number of scones ordered. That means less wastage and an assurance we have enough

product for all our stores.

"The orders are automatically downloaded to the factory production system allowing the factory team to know exactly what they need to produce when they start baking at midnight.

"Throughout the day, checks are made by the system to ensure orders have been placed, and an automatic text message is sent when an expected order is missing."

The system even generates dispatch reports, and work invoices are automatically created at the end of the day.

A big bonus for the business is the ease with which each new franchise store can be added as their network grows around the country.

"In the past it was a logistical nightmare to bring a new store on board, but with the new system, all each new store needs is a login

and they're ready to go!" Jason adds.

While ABC Software's innovations were a major investment for Heaven's Bakery, Jason is confident the system will pay for itself as the new franchises come on board.

"We no longer need office staff to manually take phone and fax orders from each of the stores or someone to process the invoices each day.

"Eventually the system will be able to tell us the weather forecast so stores can order more pies on cold days, and it also includes an events calendar to ensure extra product is ordered during busy times."

ABC Software's managing director Sharon Chapman says the challenge with Heaven's Bakery was to develop a system that not only provided a meaningful solution for them now, but also future-proofed the business.

Wise words

LIFE is full of uncertainties. Future investment earnings and interest and inflation rates are not known to anybody. However, I can guarantee you one thing ... those who put an investment programme in place will have a lot more money when they come to retire than those who never get around to it.

— Noel Whittaker

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