

Caloundra RSL Optimises Processes - Saves Time and Money with Solver

Caloundra RSL provides members and guests with live and free entertainment everyday. Their restaurants offer fresh and delicious cuisine every day of the week. They also feature a gaming lounge along with bars. Caloundra RSL can also play host to a customer's special event or occasion with function facilities that can cater to every taste and budget. The RSL believes their biggest asset is their staff who are dedicated to making sure every customer's need is met.



INDUSTRY

Hospitality - Gambling & Gaming

ERP

SAP Business One

“ Solver does exactly what it says it can do it makes it easy to edit reports, allows users to display the reports in their desired format, and it is Excel-based. Our users are already familiar with the design capabilities and can get quickly up to speed using it.

– **Tegan Moffat**, Accounts Supervisor



CHALLENGES

Caloundra RSL leverages SAP Business One solution to manage its financials and had implemented Crystal Reports to handle their reporting needs. The original reseller that performed this original implementation had accounts hard-coded into the reports during configuration, which made updating them a major challenge. It proved to be especially difficult when adding new accounts or additional reports to review specific data. As a workaround, Caloundra RSL resorted to using Excel whenever they added additional reports. The available financial reports were just too restrictive: The team didn't have the ability to design their own reports, nor create comparative ones, which extended the amount of time needed to produce reports.



THE SOLUTION



Caloundra RSL's technology partner, highly recommended Solver for Caloundra's reporting and budgeting needs, even predicting it would become a much-loved tool once used. This recommendation in part was based on two factors: 1) The technology partner had already successfully implemented Solver with several other clients, and their experiences had all been positive; and 2) Solver already integrated to SAP Business One, reducing development costs. Additionally, Solver's Data Warehouse would allow Caloundra RSL to combine data from two companies thereby allowing management to receive a consolidated overview of the health of their entire organization.

Tegan Moffat, Account Supervisor, Caloundra RSL states that Solver performs very well when it comes to managing Caloundra RSL's critical processes. Specifically, Caloundra uses Solver to manage their financial data, profit and loss, and balance sheet reports with a plan to expand beyond these reports in the coming year. What they really like about the whole new process is that data retrieval is quick and efficient. Solver can pull the data as a whole whenever they run reports, she explains. Tegan goes on to comment that with a little training, making changes and even troubleshooting errors can be done internally with Caloundra RSL's own staff instead of relying on the availability of an outside consultant like before.

The benefits Caloundra RSL has experienced since implementing Solver has been significant. It has really improved the RSL's ability to share key data with their board and management, even expanding upon the key metrics they can track to make more effective strategic decisions. The team no longer fills out spreadsheets. Reporting times have also been significantly reduced. The increased flexibility to design their own reports has been a key factor in user satisfaction. Users can now choose how they want to display their data based on the audience type that will view it. Caloundra RSL also anticipates to gain even more benefits when they kickstart work on the budgeting and forecasting module that Solver offers.

Summary

Overall, the results have been well worth the investment. Caloundra RSL has saved both time and money, and no longer waits several hours for a technology consultant to fix data or reporting errors. In fact, the organisation requires less support in general compared to when they were using Crystal Reports. The finance team no longer spends time compiling additional Excel reports and then checking old Crystal Reports to ensure new accounts have not been missed. Some advice that Tegan offers. "If you already have experience using Excel, then you can use Solver. You may need a bit of time familiarising yourself with Solver's setup, but it's fairly easy to pick up." There are multiple ways to learn how to use the various features of Solver. A Solver expert can always be reached to answer any questions one may have. There are also self-guided and instructor-led training options available.



"Once you get the hang of it, Solver is easy to use. In fact, after setting up the first report, you can duplicate and modify the info as required. What you can do with Solver is only limited by your imagination," shares Tegan.

