



HAILAI INTERNATIONAL EXECUTIVE CLUB IS THE FIRST AND EXTREMELY SATISFIED INFRASYS CUSTOMER IN INDONESIA



After having failed implementations with other operation systems, we feel blessed to finally choose the right POS for - Infrasy's Gourmate® Restaurant Management system in 1993. With the excellent support services from our direct POS supplier - Kreasi Sistem Utama., we have been using the system for 11 years with no problem at all !"says Mr. S. Santoso, Operation Director of Hailai International Executive Club from PT Sarana Ria Tata Cemerlang.

Hailai International Executive Club is the biggest one-stop entertainment and hospitality centre in North Jakarta that consists huge Restaurant, Karaoke, Lounge, Discotheque, Club, and Spa. It currently has 2 outlets in Jakarta and Solo (Central Java) specializing in Chinese Food. They have high reputation in the industry due to their significant presence and unique services to customers - especially for the middle classes.



High Product Reputation and Strong System Support

They used cash register and evaluated several POS systems since they have started the company in 1991. They faced many problems such as the difficulty in editing the price menu, the lack of direct connection from system to kitchen and the inability to cope with fast business growth. The bad experience eventually turned them to another POS system in 1993.

After a lengthy research and studies, they eventually chose Gourmate® although they were the first Infrasy customer in Indonesia in the early 1990's. The unprecedented large-scale installations (around 100 workstations and printers in a single location) were big challenges to the Infrasy (the POS developer) and Kreasi (the POS supplier). They have trained around 1000 operators of Hailai although most of them had never dealt with computer operations before. All problems have been tackled shortly and the system has been running smoothly till now.

'We've chosen Infrasy Gourmate® due to several reasons: firstly, it is a proven and well-tested system in the market adopted by many international Chinese restaurants. Secondly, it was the only system at that time which can support multi languages which was crucial since many of our staffs were Chinese.



Furthermore, we are confident with the local support provided by Kreasi Sistem Utama which offers excellent 24-hour system support,' explains Mr. Santoso.

"We are managed to get real-time sales information and consolidated fast data, and finally much better controlled inventory. All thanks to this good system. "

Improved Customer Satisfaction with Gourmate® POS System

"Gourmate® really helps us in our daily operation. We can now focus more on improving service quality to our guests. We are extremely satisfied with the reliability and stability of the system." Mr. Santoso concludes.

With Gourmate®, operations can always be accurate, fast and efficient that definitely delights the loyal customers. 'There're merely no missed/delayed orders and long waiting payment bill.