

# Sage 100 ERP | Customer Success

## Yard House Finds Plenty to Savor With Sage 100 ERP

Great food. Classic rock. World's largest selection of draft beer. Positioned with these three promises, Yard House Restaurants opened its first upscale eatery along California's Long Beach waterfront in 1996. Already it has grown to include nine restaurants and was named a Hot Concept by Nation's Restaurant News in 2002.

Accommodating as many as 250 beers on tap is no small feat. At the cost of a cool half-million dollars, the flagship restaurant boasts a draft system and two-story keg room with more than five miles of beer lines. Guests sip ales from uniquely shaped glass containers measuring three feet tall, suggesting the early Colonial tradition of serving 36-inch glasses of beer, or "yards," to weary stagecoach drivers. Menu items include Jamaican jerk chicken wings, Caesar salad with seared ahi, and warm chocolate soufflé.

### Taste of Success

By the time Yard House expanded to a second restaurant, it had outgrown its original QuickBooks package. The company selected Sage 100 Standard ERP software as its end-to-end business system after a careful selection process based on its flexibility, reliability, and insightful reporting.

"Everybody here loved Sage 100 ERP," says Phil Crawford, CIO. "It has managed all of our receivables, payables, profit-and-loss calculations, cut our checks in AP, and even tracked our inventories for years. It was robust, too, and very user-friendly. Nobody wanted to change."

### Centralized Control

But as operations became more dispersed, Crawford could see that thin-client computing would be essential. "We upgraded to Sage 100 Advanced ERP\* about a year ago based on Sage 100 ERP's enhanced LAN capabilities," he explains. "Being part of the Sage family of products, we were confident it would perform well. Sage 100 ERP fits our organizational model from an IT standpoint, as it allows us to run our system across a T1 line. This means we have a point-to-point connection from headquarters to any site in the enterprise."

\*Sage 100 Advanced ERP was named Sage ERP MAS 200 when Yard House Restaurants initially implemented this solution. The product names have been updated in this case study to reflect current naming.

### Challenge

Rapid expansion required extensive travel and effort for IT staff to set up and maintain business systems in remote locations in several states.

### Solution

Thin-client architecture based on Sage 100 ERP with a full complement of financial models, integrated through a T1 wide-area network.

### Results

Remote system management saves time for IT staff; accounting personnel is kept to a minimum; reports for owners and investors can be generated at the push of a button.

### Customer

**Yard House Restaurants**

### Industry

Restaurant chain

### Location

Irvine, California

### Number of Locations

Seven

### Number of Employees

2,500+

### System

#### Sage 100 Advanced ERP

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Custom Office
- Sage Fixed Assets
- General Ledger
- Inventory Management
- Purchase Order
- Visual Integrator

Crawford notes that Sage 100 ERP is very easy for end-users to learn and use. “All we need is one bookkeeper at each site, plus four accounting clerks at the corporate office. The Aloha and HSI POS Systems in our restaurants export the data to a third-party application called Aspect Software, which in turn posts sales, labor, and inventory dollars directly into Sage 100 ERP utilizing the Visual Integrator module. This has enabled us to streamline and achieve incredible efficiencies in both accounting and IT,” he says.

Another important benefit of Sage 100 ERP is convenience. “Remote management saves me a lot of driving time,” says Crawford. “I can install Sage 100 ERP anywhere I need to. More importantly, I can remotely manage users, access levels, and rules-based management from a centralized location. It also gives me maximum control from an administrative perspective.”

## Easy Access, Consolidated Data

Lorrie Coppock, accounting manager, had used Sage 100 ERP at two jobs prior to the Yard House and was glad to see her old friend being implemented. “Sage 100 ERP is the staple of our accounting division,” she says. “Without it, we’d be using pens and paper. Security is excellent. Best of all, we have every form of data consolidated into a single system, for easy access and complete reporting functionality.”

Both Coppock and Crawford appreciated the assistance provided by their Sage business partner. “They were really helpful, explaining how the upgrade would improve operations, and explaining any OS constraints,” says Crawford. “Their support ensured that implementation was speedy and smooth.”

“Sage 100 ERP gives us the integrated functionality we need. We now have excellent reporting utilities, and the system is compliant with our corporate LAN—allowing us to leverage all of the efficiencies inherent in thin-client architecture.”

Phil Crawford, CIO  
Yard House Restaurants

Crawford believes that selecting Sage 100 ERP at the outset and then upgrading to Sage 100 Advanced ERP were wise moves. “Sage 100 ERP gives us the integrated functionality we need,” he notes. “We now have excellent reporting utilities, and the system is compliant with our corporate LAN—allowing us to leverage all of the efficiencies inherent in thin-client architecture.”

## About Sage

Sage North America is part of The Sage Group plc, a leading global supplier of business management software and services. At Sage, we live and breathe business every day. We are passionate about helping our customers achieve their ambitions. Our range of business software and services is continually evolving as we innovate to answer our customers’ needs. Our solutions support accounting, operations, customer relationship management, human resources, time tracking, merchant services, and the specialized needs of the construction, distribution, manufacturing, nonprofit, and real estate industries. The Sage Group plc, formed in 1981, was floated on the London Stock Exchange in 1989 and now employs 12,300 people and supports more than 6 million customers worldwide. For more information, please visit the website at [www.SageNorthAmerica.com](http://www.SageNorthAmerica.com) or call 866-996-7243. Follow Sage North America on Facebook at: <http://www.facebook.com/SageNorthAmerica> and Twitter at: <http://twitter.com/#!/sagenamerica>.