

myMicros Reporting gives The Langham an even better view



THE LANGHAM
Melbourne

The Langham
langhamhotels.com

No. of rooms
387 rooms, 2 restaurants



The Langham is one of Melbourne's most luxurious and well-regarded hotels. With 25-floors and 387 rooms, its Southbank location offers fantastic views across the city skyline, the Yarra River and Federation Square – making it a favourite for business and leisure travellers.

An award-winning hotel in its own right, The Langham is also becoming increasingly popular for its two food and beverage outlets, Melba and ARIA bar and lounge.

Melba is a 220-seat restaurant that features local produce and seafood, a wide range of international cooking techniques, and the added theatre of open kitchens.

The smaller ARIA bar and lounge provides a more intimate setting for snacks, cocktails and its famous high teas.

The Langham's association with MICROS dates back to 2007, when it first introduced MICROS Point-of-Sale (POS). The man who oversaw this implementation was Neeraj Subramanian, IT Manager for The Langham, who today remains responsible for all aspects of the hotel's systems of networks.

"At the time we had a point-of-sale system that had a lot of limitations," Mr Subramanian says.

"We chose to install MICROS after a review of three different solutions. Of the options available, MICROS seemed the most aligned with our strategic direction."

The Langham continues to use MICROS POS today. In October 2011 they added myMicros Reporting – giving them an online enterprise-level intelligence system that consolidates all data collected at point-of-sale.

Capturing the right information, faster

Mr Subramanian says the main reason The Langham decided to implement myMicros was to improve the hotel's reporting capabilities for its food and beverage outlets.

"We had some reporting capabilities in our old system, but we'd have to generate five different reports and manually collate them to find one piece of information," he says.

"The ability of myMicros Reporting to drill down to the information we need, and do it quickly, is a great time-saver for us."

As an overseas-owned hotel, The Langham also has considerable ongoing reporting requirements – a responsibility Mr Subramanian says is now much easier to comply with.

"In our business there are increasing requirements on the administrative departments to put together key information for key stakeholders, and our overseas owners," he says.

"We welcome any improvements in gathering this information, as a large degree of the processes were manual in the past. Having them automated is definitely saving our people time."

An added benefit of the new reporting systems is that The Langham has been able to reduce its carbon footprint.

"We're more 'green' now," Mr Subramanian says. "Instead of printing out five reports, we can go online and drill down to the information we actually need – without wasting all that paper."

"One of the best things about the myMicros platform is its flexibility. There are no boundaries on how you can use it, and the information can be as wide or as narrow as you want."

Neeraj Subramanian, IT Manager, The Langham



Identifying training opportunities for new staff

Mr Subramanian believes an unintended, but nonetheless valuable, side benefit of myMicros Reporting has been its ability to help The Langham address training needs among their food and beverage employees.

He describes instances where the system has picked up human errors that previously would have gone largely undetected.

“We’ve noticed that when a new employee starts in their role, it’s now easy to identify if any particular mistakes are being repeated – like if they’re consistently keying in double-orders or doing cancellations.”

“We can then pass that information onto the food and beverage trainers, who can then give that staff member the specific training required to help them develop.”

Helping managers keep an eye on business

The online reporting capability of myMicros Reporting allows food and beverage managers to efficiently monitor the performance of the restaurant at any time.

“By logging in to myMicros, managers can get a quick snapshot of how the restaurants are doing,” Mr Subramanian says.

“For example, they can see what the turnover was for the breakfast service, and cross-reference it with their daily budgets to see how they’re tracking. They no longer need to print out a report.”

While The Langham’s two food and beverage outlets are largely run as separate business units, Mr Subramanian says using myMicros gives the enterprise the ability to consolidate information if they need to.

“One of the best things about the myMicros platform is its flexibility. There are no boundaries on how you can use it, and the information can be as wide or as narrow as you want.”

Mr Subramanian uses the example of someone in the Finance department having to chase up an old cheque that’s being disputed by a customer who wants a refund.

“Previously we would have had to go through the MICROS logs to find that individual transaction. Now we have a number of people in the Finance department who can go online and find that transaction in seconds.”

“Knowing this information is at our fingertips allows us to help our customers faster.”

To find out how myMicros Reporting could benefit your food & beverage outlets, visit micros.com.au/hotels

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