Case Study

Enhancing Retail Operations at Gourmet Gulf

Trident Implements LS NAV to Drive Growth and Operational Efficiency

gourmet gulf
growing goodness

Industry: Food & Beverage / Retail
Location: UAE
Solution Implemented: LS NAV & Implementation

TRIDENT
Creating Values

ABOUT CUSTOMER

Gourmet Gulf is a leading food and beverage retail operator in the UAE, managing a portfolio of globally recognized restaurant brands. With a focus on delivering high-quality culinary experiences, the company operates across multiple outlets and franchises. As demand grew, so did the need for a robust ERP system to standardize operations, optimize inventory, and improve customer service across all locations.

CHALLENGES

Despite Strong Market Presence, Gourmet Gulf Faced Several Operational and Technological Hurdles

- **Outdated Systems** – Legacy software failed to support real-time operations and modern retail needs.

- **Inventory Inaccuracy** – Lack of centralized tracking led to overstocking at some locations and shortages at others.

- **Fragmented Processes** – Procurement, sales, and reporting were handled manually, leading to delays and inconsistencies.

- **No Unified POS Integration** – Disconnect between POS and backend created service inefficiencies and data gaps.

- **Limited Business Insight** – Leadership lacked consolidated
- dashboards to drive informed decisions.

- **Scaling Issues** – Expansion efforts were slowed due to absence of a flexible, scalable operational foundation.

SOLUTION IMPLEMENTED

Trident Provided a Comprehensive LS NAV ERP Solution, Tailored to the Needs of the Food & Beverage Retail Sector

- **LS NAV ERP Implementation** – Integrated financials, sales, inventory, and retail operations into a unified system.

- **Centralized Inventory Management** – Enabled accurate, real-time visibility of stock levels across all outlets.

- **POS Integration** – Connected front-end retail systems with the backend ERP to streamline sales, promotions, and pricing.

- **Procurement & Replenishment Automation** – Established automated purchase workflows tied to inventory thresholds.

- **Operational Standardization** – Unified procedures across multiple
- locations for consistency and quality control.

- **Reporting & Analytics Dashboards** – Delivered role-specific views and insights to managers and executives.

BENEFITS TO CUSTOMER

- **Streamlined Retail Operations** with synchronized front-end and back-end systems.

- **Real-Time Inventory Control** reduced wastage, stockouts, and overstocking.

- **Faster Transaction Processing** at POS, improving customer satisfaction.

- **Improved Operational Visibility** with centralized data for faster decisions.

- **Process Consistency Across Locations** boosted efficiency and reduced human error.

- **Scalability for Future Growth** with a robust, ERP-driven operational backbone.

- **Stronger Procurement Accuracy** leading to cost savings and better vendor relationships.

- **Enhanced Reporting** to support financial and operational forecasting.

CUSTOMER TESTIMONIAL

"*Trident's LS NAV implementation has been a game changer for us. From inventory control to POS synchronization, every part of our business is more efficient. Their expertise and hands-on approach made the transition seamless.*"

— IT Manager, Gourmet Gulf

TRIDENT INFORMATION SYSTEMS

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