

Case Study

Bikanervala Transforms Manufacturing and Retail with Business Central & LS Retail



Industry: Food Manufacturing & Retail
Location: India
Solution Implemented: : Microsoft Dynamics 365 Business Central & LS Retail



ABOUT CUSTOMER

Bikanervala is a renowned Indian sweets and snacks manufacturer, known for its rich legacy, authentic taste, and wide-ranging product portfolio. With a growing presence in both manufacturing and retail, Biknerwala has scaled to serve customers across geographies through modern outlets, franchises, and distribution networks.

CHALLENGES

- As Biknerwala scaled its food manufacturing and retail operations, it faced several critical business and operational hurdles:
- **Inconsistent batch quality** due to lack of standard recipe and process control.
 - **Difficulty in managing multi-level Bills of Materials** (BOMs) for diverse product lines like sweets, snacks, and savories.
 - **Lack of real-time production** tracking, leading to delays, rework, and inefficiencies on the shop floor.
 - **Shelf-life management issues** – inability to track expiration dates for raw materials and finished goods.

SOLUTION IMPLEMENTED

Trident implemented an integrated solution powered by:

- ❑ **Microsoft Dynamics 365 Business Central**– For finance, manufacturing, procurement, inventory, and batch production control.
- ❑ **LS Retail** – For unified retail management across POS systems, loyalty, promotions, and reporting.

Key Functionalities Deployed:

- Production Order Management with Batch Control
- Multi-level BOMs and Recipe Management
- Shelf-Life and Expiry Monitoring
- Warehouse & Inventory Management with Barcode Scanning
- Retail POS with Centralized Promotions and Loyalty
- Financial Accounting, Taxation & Reporting
- Real-time Dashboards for Sales & Manufacturing Performance

BENEFITS TO CUSTOMER

- **Standardized production** processes for **consistent batch quality** and **optimized ingredient** use
- **Reduced wastage** and **expiry losses** through proactive inventory and shelf-life tracking
- **Improved visibility** into **production schedules**, stock levels, and outlet performance
- **Faster MRP & demand forecasting**, resulting in better procurement and reduced overproduction
- **Centralized retail control over pricing, discounts, and loyalty programs**
- **Enhanced traceability** and compliance with food safety norms
- Scalable system to **support new stores, product lines, and distribution expansion**

CUSTOMER TESTIMONIAL



“With Trident’s implementation of Dynamics 365 and LS Retail, we’ve gained complete control over our production and retail operations. Everything runs in sync now—from kitchen to counter. This transformation has improved our efficiency, quality, and customer experience.”

— IT Head, Biknerwala

TRIDENT INFORMATION SYSTEMS



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