



## Epicor Success Story

# Durrat Resort Management

## Epicor Helps Maintain Bahrain Development

### Company Facts

- ▶ Location: Bahrain
- ▶ Industry: Hospitality
- ▶ Number of Locations: 1
- ▶ Website: [www.durrat-drm.com](http://www.durrat-drm.com)



### Success Highlights

#### Challenges

- ▶ Old system could no longer support the growing business
- ▶ Restricted financial control
- ▶ No central system for keeping customer records and information about suppliers

#### Solution

- ▶ Epicor® iScala® Hospitality

#### Benefits

- ▶ Better management of financial processes
- ▶ Accurate audit trail with full accounts history
- ▶ Improved business and financial reporting
- ▶ Better data to base business decisions on

Durrat Al Bahrain is one of Bahrain's most inspiring developments, a modern resort island city. Located on the south coast of Bahrain, this master development has been created across a cluster of 15 spectacular islands. It contains over 2,000 beachfront villas, 3,600 executive apartments and offices, luxury hotels and spa resorts, parks and entertainment precincts, mosques and international schools, premier retail malls and restaurants, a marina, and an 18-hole championship golf course.

Durrat Resort Management (DRM) is the organisation created to manage the on-going property, facilities and community management needs of Durrat Al Bahrain. DRM provides maintenance and engineering services to the residents, responds to complaints, and makes sure that the resort is well maintained and well kept, as well as compliant with current building regulations.

#### Financial control

"The resort city has now been open for two years and we were using a mix of various databases and Microsoft® Excel® spreadsheets to manage our accounts and service records," says Osama Ali, engineer and ERP project manager for Durrat Resort Management.

"This was a cumbersome way of controlling our financial processes," explains Ali.

"We needed a single system that could perform financial consolidation, accounts management, purchasing, issuing purchase orders and invoices, and manage the budget. We also required it to cover some CRM and sales and services functionality so that we could keep better records about our customers' activities."

## Epicor for Hospitality

The choice fell on Epicor and iScala Hospitality because of its functionality and local availability.

"Epicor had the exact functionality we were looking for, it was proven to work throughout the Middle East and it was affordable," says Ali.

The system is now used heavily by the finance and procurement departments. They also use Crystal Reports for reporting, and the internal IT person has been trained so that existing reports can be customized easily and new reports set up any time they are required.

"We found the implementation quite easy because we didn't have a system to replace," says Ali.

He explains, "With no data migration processes to have to go through we could start using the system the way we wanted to straight away. It was set up with our requirements in mind and the whole implementation process was very smooth, as expected."

## Business benefits

So far, DRM have achieved all the objectives they set out to achieve when they started the project of looking for a new system.

Ali concludes, "Epicor has given us much improved management of the financial processes where, for example, invoices are now issued on time. The accounts history is stored correctly so that we have a fully traceable audit trail. The financial reporting has improved a lot, and we can produce better data to base business decisions on."

## About Epicor

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