



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



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

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



Contact us for more information on Epicor Products and Services

+1.800.999.6995 info@epicor.com www.epicor.com

Corporate Office
804 Las Cimas Parkway
Austin, TX 78746
USA
Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean
Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico
Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa
No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom
Phone: +44.1344.468468
Fax: +44.1344.468010

Asia
238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684
Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand
Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia
Phone: +61.2.9927.6200
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, September 2012. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, the Epicor logo, and iScala are registered trademarks of Epicor Software Corporation in the United States, certain other countries and/or the EU. Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2012 Epicor Software Corporation. All rights reserved.