

CUSTOMER SUCCESS



Namco Cybertainment Controls Costs and Improve Performance

Namco Cybertainment Inc., the largest video arcade operator in the United States, is a subsidiary of Namco Limited of Japan—makers of the popular Pac-Man, Tekken, and Soul Blade games. With more than 1000 stores, it had become increasingly difficult for Namco to provide managers with the data they needed to measure and analyze store performance. After much analysis, Namco Cybertainment selected Sage Active Planner and Sage MAS 500 Allocations. “I liked what I saw, the tight integration with the general ledger, and the intuitive, Excel-like templates that we could pre-configure with our corporate assumptions, data, and customized formulas,” recalls Michele Waltz, controller.

Do More with Less

Namco Cybertainment needed a budgeting and planning tool that would allow for more sophisticated planning and analysis across its network of stores. Previously, Namco had been using a top-down budgeting process based on Excel spreadsheets. “Inevitably, consolidation, distribution to budget owners, and access to data in other systems was problematic,” says Waltz. Budget resources at the store level were limited. As a result, district and general managers—with upwards of 60 stores to manage in their region—had difficulties tracking and analyzing store performance. Corporate management lacked insight into which stores were under-performing, or why certain stores were doing well. “In light of our rapid growth and other challenges, there was simply no time to provide our managers with this level of detail on a monthly basis,” says Waltz.

Budgeting and Planning

Linked Plan Sheets are created for each store that are directly integrated to the general ledger ensuring data accuracy. Each Plan Sheet is flexible and can accommodate individual store variations, depending upon the managers’ needs. Store budgets are then easily consolidated into a company-wide operating plan. “Sage Active Planner is easy to use and because it is integrated with the general ledger, it provides the data integrity and accuracy we were looking for. I don’t have to re-key data in order to create budgets and reports,” says Waltz.

CUSTOMER

Namco Cybertainment Inc.

Industry

Custom Homebuilder

Location

Bensenville, Illinois

Number of Locations

1000+

Number of Employees

4,100

System

Sage Active Planner

Modules in Operation

- Sage MAS 500 Allocations

CHALLENGE

Needed streamlined budget and allocation processes across multiple locations.

SOLUTION

Sage Active Planner,
Sage MAS 500 Allocations

RESULTS

Annual budgeting process is now integrated with long-term company goals.

Easy Expense Allocations

Namco also uses Sage MAS 500 Allocations to accurately measure resource consumption. "Sage MAS 500 Allocations greatly simplifies how we allocate certain expenses across the organization. We're able to allocate group insurance based on salary percentage per location, or overhead and promotional expenses based on revenue percentage per location," comments Waltz. "What I like most is that it saves us a tremendous amount of time—it now takes about 10 minutes to perform our cost allocations. This product creates journal entries, eliminates user error, and I can automate allocations consistently across all companies. We don't know of another software package that can do all this."

Performance-Driven Accountability

Namco Cybertainment's new processes are not only more comprehensive, but also simpler and faster, with the entire annual budget cycle reduced to two weeks. "It is now possible to provide managers with the ability to measure, plan, and improve, and the result has been huge cost savings," claims Waltz. "In addition, we are now able to create consistent performance goals for the company. As a result, we can tie management compensation and incentives to results. This has greatly increased motivation and accountability among our district and regional managers."

"Sage Active Planner gives us true insight into our business, so we can better manage costs, track and anticipate trends, and even tie incentive programs to business performance."

—Michelle Waltz
Controller
Namco Cybertainment Inc.

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