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McDonald's China Turns to SunSystems for an Advanced Financial Management System with Multi-currency and Local Language Support



McDonald's is the largest and best-known global foodservice retailer with restaurants around the world. McDonald's China has been operating in China since 1990 when the first restaurant opened in Shenzhen. In the past decade, McDonald's China has achieved steady growth and today has over 500 restaurants in China with over 1.5 million customers every day.

McDonald's vision is to be the world's best quick service restaurant experience. Over the years, McDonald's China strives to provide outstanding quality, service, cleanliness and value, thus making every customer in every restaurant smile.

Challenges and Needs

McDonald's China has been growing extensively from one restaurant to over 500 restaurants across China in just ten years. With such a fast expansion of business, McDonald's China must handle a rapidly increasing volume of transactions every day. To manage the vast business spanning across China, McDonald's China gradually set up offices in Shenzhen, Guangzhou, Shanghai, Beijing, Tianjin, Fuzhou, Nanjing and Dalian. At the beginning of the operation in China, the Company adopted the McDonald's self-developed accounting system, which was only available in English language and did not allow further system upgrade.

As time passed, the accounting system performance began to deteriorate. With more transactions coming in every day, the limited features and functionality of the existing system could no longer cater to the needs of the growing business. It took longer and longer to close books and develop simple reports. Another key challenge was the language of the system. As Chinese is the official language in China and more commonly used in the company, the accountants needed to invest more time in translating the reports into Chinese for internal reference and tax purposes.

Keith Siu, Senior Director of Accounting and Finance, McDonald's China Development Company, said, "The number of transactions was simply too much for the existing system to cope with. Senior management required reports to analyze the business and run the company better. We had to move to a new, advanced system to improve the daily accounting operation efficiency as soon as possible."

Choosing the Right System

Siu and his team identified several criteria to select the right financial system:

- Ease of deployment
- Ease of learning and operation
- Flexibility and reliability
- Multi-currency features
- Availability of Chinese version
- Technical support in China



After reviewing several vendors, Siu chose SunSystems as the company's new financial management system.

"With its reputation of reliability and stability, we chose SunSystems to be the standardized system for all our offices in China," added Siu.

Three main modules were used in the initial installation.

- The **Ledger Accounting** module is a combined ledger with general ledger, accounts payable and receivable and report writers. It offers user-defined analysis and the ability to interface with a wide range of third party applications.

Customer Information

SunSystems Products

SunSystems 4.2.6

SunSystems Modules

Ledger Accounting

Multi-Currency

Fixed Asset Register

Platform

PC Network, Windows 2000 & MS SQL Server

Industry Sector

Quick Service Restaurant

Geographic Locations

China - Shenzhen, Guangzhou, Shanghai,

Beijing, Tianjin, Fuzhou, Nanjing and Dalian

Requirements

Multi-currency capability

Local Chinese version availability

Comprehensive business analysis and

management reporting

Business Benefits

Improved accounting efficiency

Enabled cost-effective operation



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- The **Fixed Asset Register** module is fully integrated with the Ledger Accounting module. Five depreciation methods can be applied to assets for budgeting, forecasting and taxation values.
- The **Multi-currency** module extends the functionality in Ledger Accounting, offering true multi-currency accounting across all ledgers. There is no limit to the number of currencies the user may define and multiple currencies can be used within the same account in any of the ledgers. The module can also be used for Time Recording allowing for the automatic calculation of, for example, consultancy charges.

The whole system runs on a Windows PC network and with a Windows 2000 SQL Server. Altogether, 10 copies of Ledger Accounting, Fixed Asset Register and Multi-currency have been adopted in eight offices in China, including Shenzhen, Guangzhou, Shanghai, Beijing, Tianjin, Fuzhou, Nanjing and Dalian. The whole implementation process was completed over a 10-month period.

The New System at Work

As SunSystems is an off-the-shelf software package, resources that McDonald's China had allocated to develop a new system were saved. The SunSystems solution was shipped fully integrated and pre-configured, resulting in quick and easy deployment. **Accounting system performance picked up immediately; high volumes of data are now processed in a short period of time. Within months of working with the new financial management system, the company experienced immediate improvements in daily operational efficiency.**

All data from the restaurants are now stored and managed on a standardized database system. Information can be retrieved easily and shared among staff. Customized reports can be prepared in minutes. Under the previous system, it could take up to 7 days to close books at the end of each month; whereas with SunSystems it only requires 4 days to finish the job. A more comprehensive and extensive management reporting can also be generated.

"The new financial management system has enabled us to work faster and smarter," said Siu. "One of the useful features that we discovered is the ability of the SunSystems solution to analyze the costing of each restaurant. This is especially useful in our multiple number of outlets and helped us understand our business performance more easily."

Next Plans

"The support and consultation services from Systems Union's Channel Partner 'Oasis Computer Consultants Ltd.' was exemplary. They understood all the complex details of our business, and helped customize the solution to cater to every single need.

We expect our needs to constantly change as our business grows, and we look forward to continuing our strong partnership with Systems Union's Channel Partner 'Oasis Computer Consultants Ltd.' to address these changing requirements," concluded Siu.



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