

**COMPANIES WHO HAVE BENEFITTED FROM RTG SOLUTIONS:**

<p><u>Company</u> Timbre Group</p> <p><u>Solution</u> SMART RFID Tray Return System with onsite centralized dishwashing Pre-order and Cashless Payment App</p> <p><u>Spokesperson</u> <b>Mr Edward Chia,</b> <b>Managing Director</b></p>	<p>Timbre Group, a social enterprise, was founded in 2005. Since then, the group has used its expertise in entertainment and events management to run eight venues including two large venues, serving about 800-1000.</p> <p>Under the LED scheme, Timbre+ embarked on the SMART RFID tray-return system with onsite centralised dishwashing. When patrons buy their food, they pay \$1 for the tray and get the money back when they return the tray on the conveyor belt that leads to the washing area. This reduces the number of cleaners required from ten only two to three, with the other five being re-deployed to the dishwashing area to complete the centralised dish washing.</p> <p>As a result, 74 man-hours are saved daily for dishwashing. Overall, introducing automation has led to a cleaner, more hygienic environment with a more efficient use of manpower and resources.</p> <p>The group also developed a loyalty mobile app, where customers use the app to pay and accumulate points through a QR code. The app has since generated about 8000 downloads, and there are plans to enhance the app to allow food ordering and cashless payment.</p> <p><i>“We live in a very disruptive age today, with almost every business model being disrupted. With the government schemes to support in the initial financial costs, we can all work together and transform our businesses so that the entire economy is transformed at the same time,”</i></p> <p><i>Mr Edward Chia,</i> <i>Managing Director of Timbre Group.</i></p>
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<p><u>Company</u> La Belle Couture</p> <p><u>Solution</u> FX mirror Enterprise Resource Planning (ERP)</p> <p><u>Spokesperson</u> <b>Ms Teo Peiru,</b> <b>Managing Director</b></p>	<p>Established in 2006, La Belle Couture is a bridal boutique that offers a full suite of services as a one-stop wedding solution-provider, specializing in designer couture gowns and professional wedding photography.</p> <p>To maintain its competitive edge, La Belle Couture purchased the FX mirror which ascertains the customers' body proportions and realistically projects an image of the wedding attire on the body. This has reduced the time spent trying outfits from 10 to 15 minutes to about two seconds per outfit and has increased the boutique's capacity to take more appointments by 30 per cent on peak days.</p> <p>Staff need not carry gowns, which can weigh between 7 to 15 kg, from the different levels of the four-storey shop. With more manageable and effective work processes, La Belle Couture has seen higher manpower retention and thus been able to send staff overseas to trade shows to gain a wider exposure of the industry.</p> <p>La Belle has also purchased an Enterprise Resource Planning software, an RTG solutions which integrates and automates back office functions, to inventory management and accounts.</p> <p>It also has a client app which digitises each customer's records, which caters to clients' frequent appointments rescheduling needs.</p> <p><i>"The LED scheme has given us a lot of confidence and has changed the mindset in my team. We now have more confidence to do bigger projects. Instead of focusing on immediate productivity, we also look beyond what a current project can bring for us,"</i></p> <p><i>Ms Teo Peiru,</i> <i>Owner and Managing Director, La Belle Couture.</i></p>
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<p><u>Company</u> Gratify Group</p> <p><u>Solution</u></p> <ul style="list-style-type: none"> <li>• Integrated Self-Service Ordering and Payment System</li> <li>• Central Kitchen, Redesign and automation of work process</li> </ul> <p><u>Spokesperson</u> <b>Mr Frank Lau, Founder &amp; CEO of Gratify Group</b></p>	<p>Gratify Group owns three local F&amp;B brands - Seoul Yummy, Pizza Maru and OMOOMO Food Concepts.</p> <p>The Group had to deal with rising labour and rental costs, limited supply of manpower and a competitive domestic market. OMOOMODON was created based on the self-service, digitalized concept of making dining a fuss-free experience.</p> <p>This was done by introducing a central kitchen, using automation and redesign in the menu, with an integrated self-service ordering and payment system.</p> <p>The new business model led to significant time and cost savings, and increased productivity. OMOOMODON is 10 minutes faster in serving their customers, and the manpower requirement 50 percent lesser than that for Seoul Yummy. In all, there has been a 33 percent increase in productivity and a 40 to 60 percent manpower saving per outlet.</p> <p>Processing time has also improved by 10 percent at both front-and back-of-office. The time saving allows staff to be cross-trained in other functions, thus improving productivity.</p> <p><i>“The LED Scheme gave us the needed support to push for automation and allowed us to take the risk to develop our concept for OMOOMODON. We managed to find the breakthrough for our next phase of growth,”</i></p> <p><i>Mr Frank Lau, Founder &amp; CEO, Gratify Group.</i></p>
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