NIIV Consulting

Helping a global **QSR brand figure out a way to improve footprint across their global stores.**

When most people go to dine in at a restaurant or grab a quick bite from a drive-thru, the focus is on the food quality and customer service. The ordering process and underlying technology platforms that run the restaurants are taken for granted and largely transparent to the consumer. Successful restaurant brands have leveraged technology to improve operational efficiency thereby improving the customer experience. They have also utilized data to align the food products more closely to consumer needs. NIIV has worked with global QSR brands to utilize technology not only as an enabler but to transform the operations of the restaurant and help improve the top and bottom line of the business.

PROBLEM

A large global QSR brand was dealing with obsolete, non-standard technology solutions for its franchisees core operations and figuring out ways to improve the footprint across their global stores. They wanted to also move to Technology As a Service model for all its franchisees to simplify the adoption of all mandatory solutions within their stores.

SOLUTION

NIIV worked with the brand and came up with logical bundles to package the technology as a service and a roadmap to implement these in phases. They helped to deliver the Point of Sale and Digital Menu Board solutions along with the reporting framework to efficiently manage the install base across their global stores. This effort helped to reduce cost of supporting legacy software for the corporation while improving the operational efficiency for the stores. This framework of Technology as a Service can easily be adapted to any other QSR brand globally.

Let us help you deliver your next supply chain software project.