

Centralized BI reporting and automated workflows to drive better business returns



Industry

Retail

Overview

With the increasing competition, varying customer expectations and tighter profit margins retail restaurant business are forced to work and develop employees to take data driven decisions with financial insights. Unfortunately age old techniques and legacy systems make it increasingly difficult to take the right decision for the organizational and financial benefits.

Leading retail hotel giant adopts BI to analyze spend management with real time reports



Client

Client is one of the leading players in organized retail restaurant business. Over the course of a decade, client has managed to expand their presence to cities across the country through a mix of owned and franchise models.

Business needs

Some of the outcomes desired by the client were:

- Collation of data from various sources
- Analysis of the data
- Corrective action to be taken on time
- Business Projection was a time consuming process
- Reduction in manpower utilization for data collection and MIS

Challenges

- Getting updated data from around 250 outlets
- Data updates in existing applications almost took around 6-7 hours
- Processing time for data warehouse was around 6-7 hours
- Data warehouse needed to be manually updated

Datamatics' Solution

Datamatics team of experts understood the client requirements and helped them to customize a centralized BI reporting solution to address their needs

- Redeveloped single scalable data warehouse for data collection from around 250 outlets at Head office
- Numerous reports were pre-generated to assist with the MIS reporting needs
- In-depth training was given to end users to enable them to generate their reports

Datamatics' Advantage

- Global Information Technology (IT) & Business Process Management (BPM) organization taking you forward on your route to Digital Transformation
- Trusted partner to several Fortune 500 companies globally
- Capabilities built around technology, domain expertise & knowledge of business processes
- Alliances with global technology leaders such as Microsoft, IBM & EMC²
- More than 7,500 employees globally
- Certified for SEI CMMI Level 3 V1.3, ISO 27001:2013 & ISO 9001:2008
- SSAE 16 compliant processes
- Global presence: U.S., UK, Australia, Dubai & India

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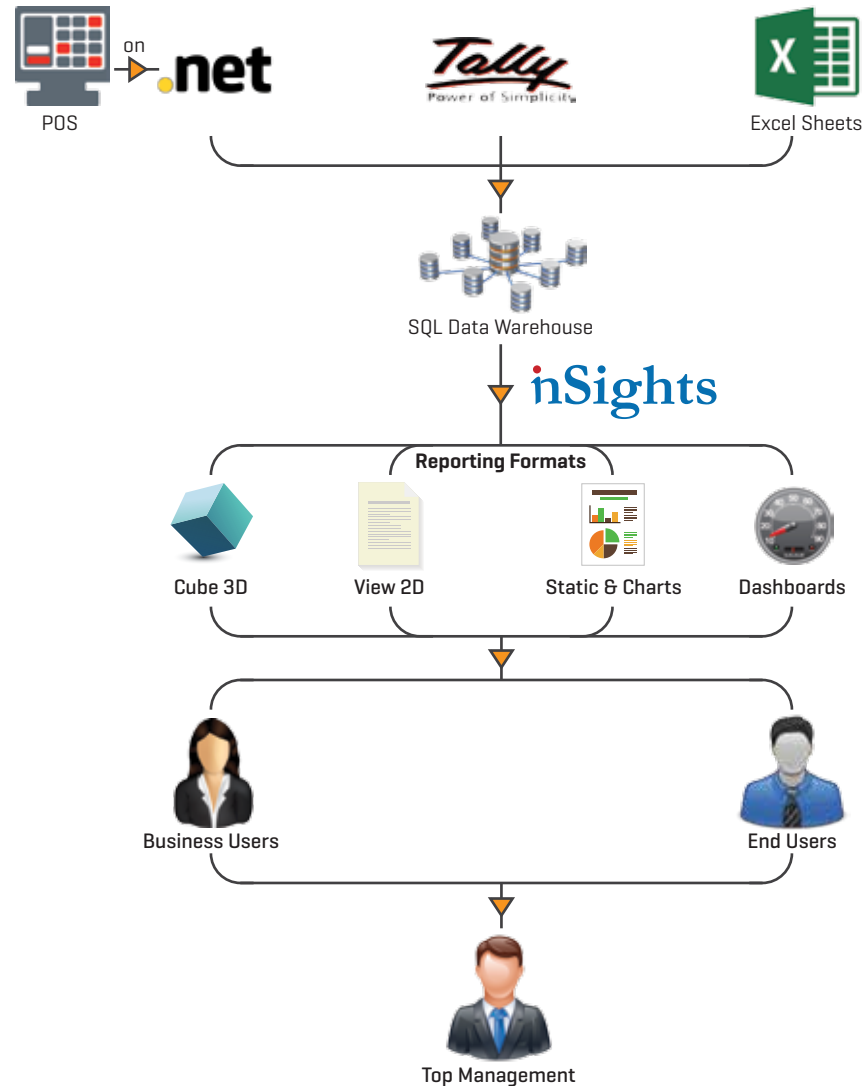
Approach

- Datamatics team of experts worked with the operations team to understand and analyze the gaps in the existing system
- Designed efficient workflows for automation of data collection systems
- Configured alerts and notifications to trigger scheduled reminders

Benefits

- Insiders view of the inventory to analyze and strategize spend management
- Man power costs for data collection and MIS report generation were greatly reduced

Process



Result

Reports developed from the BI system are now delivered directly to the company executives, this has helped in fact based decision making at every level.