

Case Study - Zambbrero



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Zambrero is now one of Australia's fastest growing franchise chains. With over 160 restaurants globally, Zambrero has overseas presence with restaurants in New Zealand, Thailand Ireland and the USA.

Restaurants in 5 countries

190+

Service categories for efficient auto-triaging

10+

Operations, increase in efficiency

20%

Problem

Zambrero observed inefficiencies that held the teams back from timely response to existing and new franchisees and customers. The primary objective was to have a comprehensive view of all data with appropriate security access for relevant teams, and to automate business processes in the key areas to save time and cost:

- manage franchise agreements, financial data, other documents
- routing customer feedback, based on location, type of feedback et al.
- manage supplier incidents and franchise feedback
- monitor and manage Franchise compliance

Solution

Zambrero decided to move away from legacy way of managing data using multiple tools, and implemented bpm'online across the organisation with focus on productivity, efficiency, and sustainable growth.

Project results:

- Complete franchise restaurants profile, with appropriate security access to users
- Auto-triaging of cases, with effective management capabilities
- Managing of different case types, with automated alerts for critical issues
- Automated franchise complaint routing to suppliers (with attachments)
- Integration with Zambrero website for feedback capture
- Dashboards for real-time analytics and effective follow-ups

Testimonials

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"We have been working with QTECX Solutions for more than a year now. We would definitely be comfortable recommending them to other businesses. The level of support, especially post implementation is second to none. QTECX will always go above and beyond to ensure our questions are answered and follow up with the supplier on our behalf for a favourable result. There have also been times where we have been a difficult client, working to extremely tight and sometimes unrealistic deadlines and QTECX have saved us on more than one occasion. With their assistance and professional advice we've streamlined many time consuming manual processes and are now working more efficiently."

- Operations Manager

"I can't thank you enough for the work you've done, you have really come through for us and we are going to be able to launch on-time because of the hard work you've put in for us."

- IT Manager