Franchise based restaurant business improves operational efficiency with AURAS

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aspire SYSTEMS

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THE CUSTOMER

Our customer is one of the largest full-service restaurant companies in the world, they both build franchises and operate restaurants. They have more than 3,700 restaurants in 19 countries. Our customer wanted to build a middleware solution that could support all their existing and future digital initiatives.

HIGHLIGHTS

Customer wanted to build an Integration Platform as part of their Digital initiatives and leverage the platform to integrate all of their international restaurants' POS systems in Phase 1 and domestic (continental US) restaurants in Phase 2. Customer engaged with Aspire to analyze their IT landscape and propose a middleware solution that can be a platform for their digital initiatives.

THE CHALLANGE

Business Challenges

There was lot of integration challenges that had to be resolved to make the business integration seamless and smoother.

1 Customer operated on a franchisee model and did not have control over the restaurant POS infrastructure.

2 Franchisees were able to choose and procure POS systems to be used in their restaurants. This made more than one POS system used in restaurants. 7 POS systems were used with Micros and NCR Aloha covering 80% of the share.

3 With the acquisition of another chain of restaurants adding 2000 restaurants to their portfolio, systems used for operations were never consolidated and resulted in two sets of systems for daily operations like pushing menu\price changes to restaurants, promotions and other activities.

4 Restaurants were spread across the globe, establishing contact and gaining access to infrastructure for rollout was a greater challenge.

5 Customer had no middleware solution and paid 3rd party to get the POS sales transactions from restaurants. Not all 7 POS systems were covered (Only Micros and an in-house POS system were providing feeds).
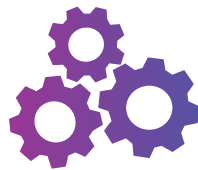
Technical Challenges

1 There was no middleware solution in practice.

2 Solution needs to poll POS data from multiple POS systems (7 POS systems were used with Micros and NCR Aloha covering 80% of the share).

3 Not all POS systems were same, making polling of data complex.

4 Understanding and Mapping non-standard POS system to the canonical format was a challenge.

5 Handling exceptions, tracking of transactions and resubmitting requests was a challenge.

THE SOLUTION

Aspire's solution was to establish a middleware integration platform that could support customer's digital initiatives and ongoing integration needs. Aspire proposed AURAS, an integration platform solution conceptualized and built by Aspire for Hospitality\Retail domains. AURAS is a proven end to end development Platform comprising of industry proven design patterns, reusable components and best practices to speed up the development cycle rapidly.

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AURAS Platform eliminated the initial basic project plumbing efforts which takes almost 20%~30 % of the entire project cycle. AURAS Platform comes with the out of the box capabilities for exception handling, notification, persistence, auditing, rules, connectivity and some of the utility functions often used across all projects. The main advantage of having multiple reusable components is to have a rapid development cycle by not investing additional time and money in building such standard components for connecting to standard applications. Since most of the important components are available within the framework on a reusable mode, the primary concentration of development would be to have all business logics and transformation rules that need to be put in place matching the integration requirements.

The Solution focused on polling the POS system in restaurants periodically and pushing POS sales data to the centrally hosted API. AURAS uses NRF ARTS Standards for its canonical formats and that was very handy in handling Sales transactions from seven different POS systems in use across the globe.
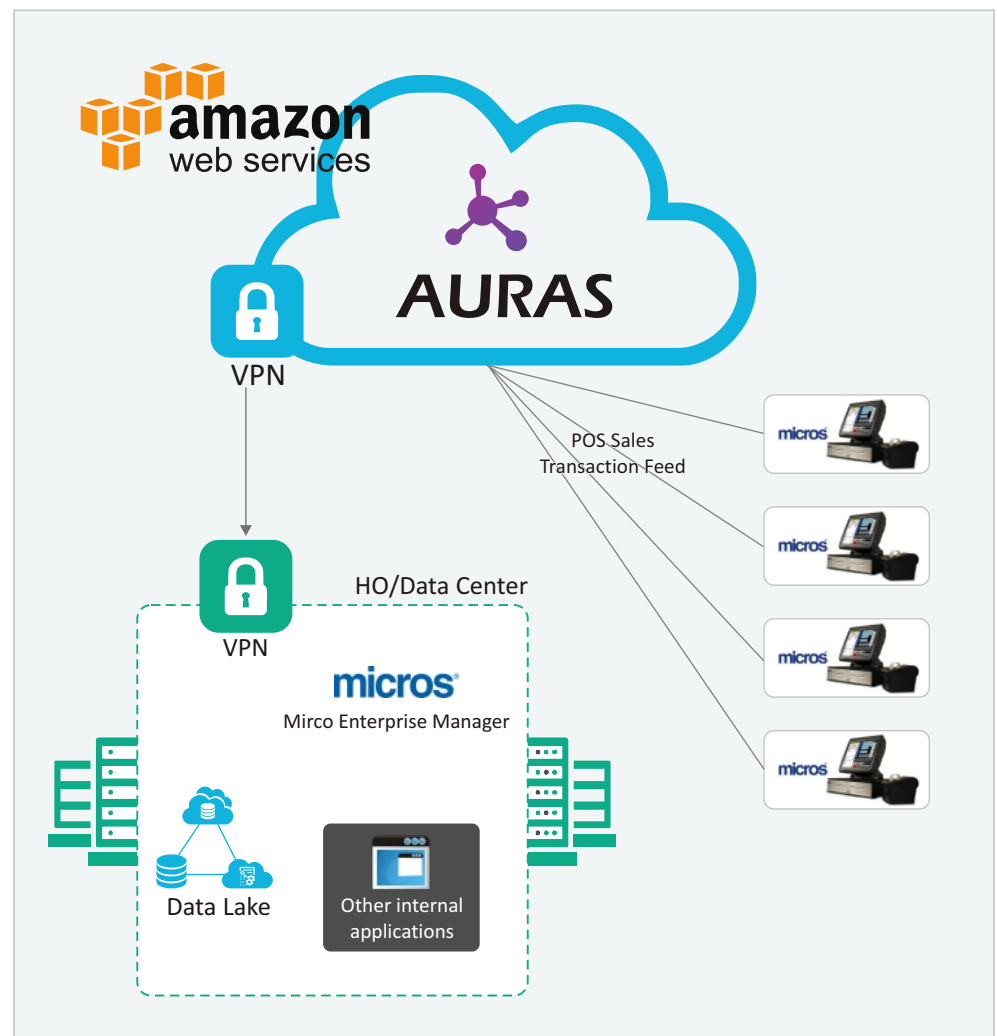
KEY BENEFITS

➡️ Having the integration in-house saves subscription they pay to get POS sales transactions.

➡️ AURAS Platform eliminated the initial basic project plumbing efforts and saved almost 20%~30 % of the entire project cycle.

➡️ Improved business agility allowing the company to leverage the middleware and extend the POS feed to support evolving BI needs.

➡️ Processes are automated without manual intervention.

➡️ POS feeds are made near real time against batch process currently followed.

➡️ Flexibility to customize the POS feed to support changing business needs was made possible.

➡️ Extensive Error handling comes with the solution to include any after error process.

➡️ A unified system to handle multiple POS systems.

➡️ Increased visibility of the restaurant operations and sales transactions.

TECHNOLOGY SNAPSHOT
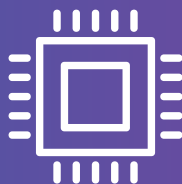
AURAS - Layers of Service:

Enterprise Business Processes

Enterprise Business Services

Internal Data Services

Data Analytics Services

Business Rules

Utility Services

Messaging Services

Error Handling and Notification Services

MySQL V 5.7

XML

Domain: Hospitality

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ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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