

MODERNIZING QSR MERCHANDISING

A strategic approach to meet global business objectives, regional nuances, and industry-specific requirements of quick service restaurants (QSRs).

Objective

Infosys' global offering for QSR is designed to optimize business processes, improve efficiency, and enhance decision-making by consolidating and streamlining various retail functions onto a single platform.

Scope

Our modernization program includes a range of processes and applications in its scope:

Processes in scope

The processes covered by our solution include foundation, items, pricing, purchasing, invoice matching, inventory, stock ledger, and sales audit.

Applications in scope

Infosys' QSR modernization solution spans Merchandising Foundation Cloud Service (MFCS) including sales audit and trade management, Pricing Cloud Service (RPCS), Allocation Cloud Service (ACS), Invoice Matching Cloud Service (IMCS), smart item hub, supply chain hub, and pricing hub extensions.

Key Design Considerations

Our modernization solution takes into account certain key aspects based on a deep understanding of the QSR industry. This includes:

- ▶ Complex item management to support product categories such as beverages, food, retail merchandise (e.g., mugs, tumblers) and ingredients
- ▶ Recipe management to support making finished products from the raw ingredients
- ▶ Cost management of the final product based on ingredient cost, effort, and wastages
- ▶ On-the-spot sales of finished products and items based on customer requests
- ▶ Made-to-order from the central production facility based on demand and sales
- ▶ Inventory management based on consumption of ingredients through sales and adjustments



Typical QSR Business Architecture

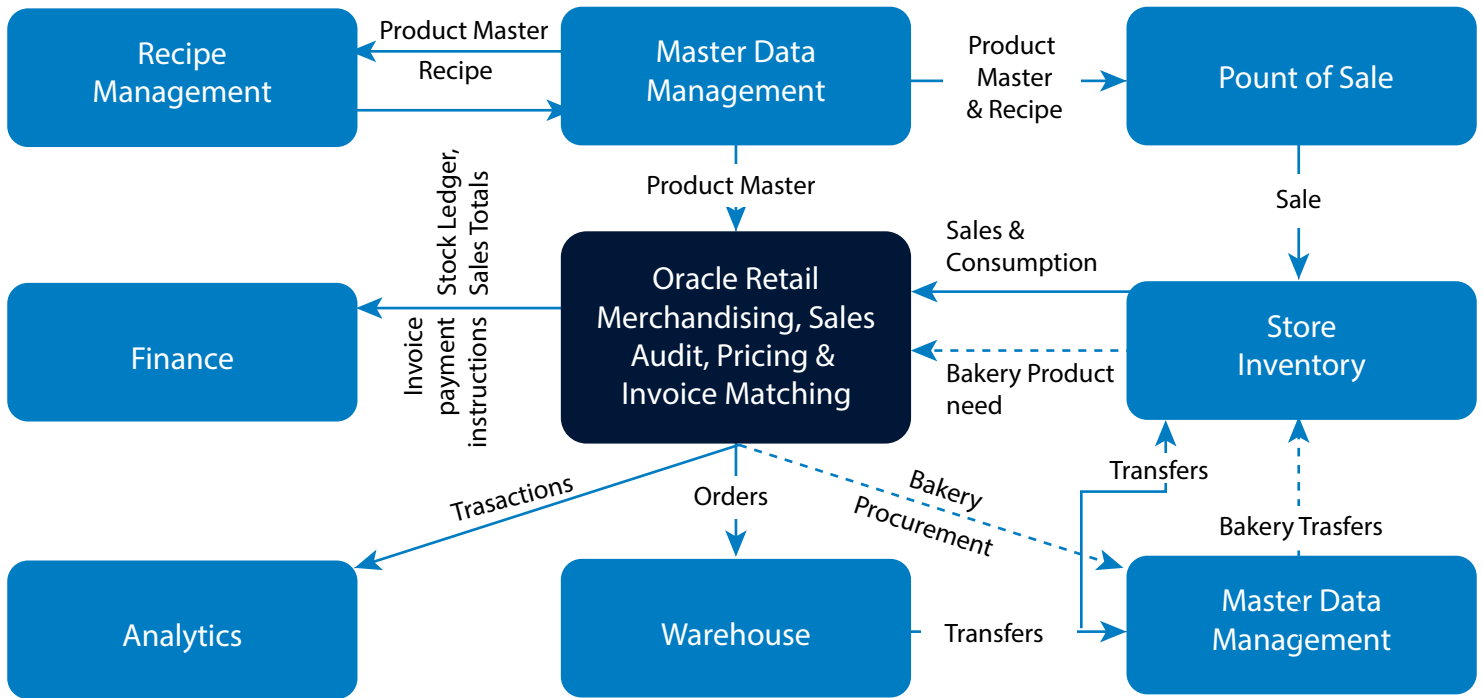


Figure 1 – Architecture of a typical QSR implementation

Value Proposition for QSR Retailers

Infosys' QSR solution provides fast-food chains the following capabilities:

- Business-relevant Oracle Retail Merchandising Cloud capability demos for:
 - ▶ Prepare for sale
 - ▶ Make to order
 - ▶ Recipe management
 - ▶ Finished product cost computation
- Adaptable L1/L2 process flows including all possible customer order journeys
- Comparison of solution options with best-fit recommendations
 - ▶ Simple VAT versus Global VAT to cater to regional tax regimes
 - ▶ Pricing master - RPCS versus POS system with pricing capabilities
 - ▶ Finished product COGS computation based on consumption of ingredients
- Strategy-led realization of data and operational objectives

For more information, contact askus@infosys.com

Infosys[®]
Navigate your next

© 2024 Infosys Limited, Bengaluru, India. All Rights Reserved. Infosys believes the information in this document is accurate as of its publication date; such information is subject to change without notice. Infosys acknowledges the proprietary rights of other companies to the trademarks, product names and such other intellectual property rights mentioned in this document. Except as expressly permitted, neither this documentation nor any part of it may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, printing, photocopying, recording or otherwise, without the prior permission of Infosys Limited and/ or any named intellectual property rights holders under this document.