

CASE STUDY:

CENTRALISED OVERSEAS OFFICE SOLUTIONS Food service and Restaurant chain listed Company on NYSE USA

Scope: Setup facility and Create virtual processes for centralised oversease office with a pilot seating capacity of 25 and ramp up option upto 100

Client Industry: Leading Food service & Multiple Restaurant Chain company from US

Approach:

- Set up robust facilities to cater to scale yet start small.
- Develop capabilities for the client to last the first 1000 days of operations.
- Create a testbed to transfer processes to new centralised office and then go live.

Delivery:

- We created a project team with world class quality and capabilities.
- Project team interacted and integrated to the culture of the client.
- Communication and training was initiated in virtual meetings as well and several visits to Head office in US.

Value Added:

- Centralised office concept was operationalised in a modular fashion starting with Info Tech facilities, Purchase, Admin, Logistics, Sales, Accounts processing etc
- Created new services for home country based on leveraging staff availability and expertise.
- Operational Handover to independent management of subsidiary at end of 3rd year.