

## USE CASE

# PREVENT LOSS ACROSS THE RESTAURANT CHAIN

A strong loss prevention strategy is critical to produce healthy margins in a restaurant, but when operating a chain across multiple cities, states, and even countries, leaders face a large list of challenges. Following up on issues of security, theft, and operational waste can be difficult because restaurant leaders can't be everywhere at once. Additionally, when it takes time to research and follow up on theft or waste, problems grow. This makes it critical to ensure team members have the information they need on the organizational and store levels at all times.

## Challenges

One of the fastest growing quick-service restaurant chains in North America found it difficult to get a comprehensive view of business operations. Without a data exception reporting platform, their operators had to spend far too long piecing together information from various reports to identify fraudulent activity.

## Solution

The restaurant chain researched, and later implemented Agilence's data analytics platform - a powerful solution with best-in-class Exception-Based Reporting functionality.

## Benefits By the Numbers

- Within a week of implementing Agilence, the Loss Prevention team identified four cases of potential employee theft.
- After a pre and post-implementation analysis, leaders found that food costs dropped across the enterprise by nearly 40% and sales increased by 15%.

## Additional Benefits

- 20/20 Restaurant is also being used by Sales, Operations, and Marketing departments to identify opportunities for improvement across the enterprise.
- The wide-spread use and value of Agilence has produced an exceptional ROI and positioned this restaurant chain to address current and future issues as they arise.
- The loss prevention team was able to use Agilence's reporting to expose fraudulent activity at the POS and react quickly through early detection.
- With a user-friendly query engine and expansive drill-down functionality, employees at every level can "slice and dice" data to inform decision-making.

Large restaurant brands have unique needs, but the right data tools can help them combat loss. This Quick-Service chain struggled with security, theft, and operational waste in their 100+ US locations and rapidly growing international presence.