

## DATA WAREHOUSING AND BUSINESS INTELLIGENCE FOR A LEADING RETAIL FOOD CHAIN IN THE USA



**Industry:** Food and Beverage

### Customer Profile

A leading multinational in the business of Quick Services Restaurant. The Wireless sensor networks installed in various regions of its drive through facility captures vehicle times in various zones and sends it to the operational data base.

### Client Situation

- Need for an integrated view of information to enhance analysis and decision making
- Trend Analysis across different locations and at sub regional level
- Track, Monitor and Address Service compliance benchmarks
- Improve Customer Service and Relationship
- Enable Analytical decision making to improve operational efficiency
- Redefine Customer Satisfaction and Service Level timings

### Key Challenges

Data Capture System - Information such as facility data, owner information, application type, placement date and GPS coordinates are transmitted back to transaction systems, through a standard RS232 serial port for enhanced resource management.

### Congruent's Solution

Design, Development of

- Vehicle Time Track Data Warehouse
- Reporting, Analytics and Performance Management

#### 100% Offshore model

- Design, development, implementation and support in offshore model

#### Support & Maintenance of

- Service Level Compliance Analysis
- Management Information and Data Analysis System

### Benefits

- Improved Customer Service and Operational Efficiency
- Transparent Service Level Compliance with Performance scorecards and dashboards
- 100% offshore leverage with Fixed Price Work as high as 90%
- Robust & flexible Maintenance
- Analytical Information System to identify operational efficiency and drive strategic decisions

### Key Metrics

- Locations – 45
- Warehouse – 9 TB
- Users – 100
- Load – Daily 2 million records

### Technology Used

SQL Server Integration Services (SSIS)  
Microsoft SQL Server 2008  
SQL Server Analysis Services (SSAS)  
Microsoft Visio for Architects  
Microsoft Office SharePoint 2007  
Performance Point Server 2007

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