

Intelligent Restaurant Operations

The secret recipe for a smarter enterprise.



When your appetite for innovation with Intelligent Restaurant Operations

Welcome to the future of restaurant management! Adapting to consumers' ever-changing preferences and ever-growing need for convenience has always been a driving force of technology innovation in the restaurant industry. Today's restaurant consumer is online, on the go, digitally savvy, and hyper-connected socially. And they have more and more choices and less and less time. To win in this fiercely competitive market, you as a restaurant enterprise, not only need to better understand your customer by using technology to connect with them in meaningful ways but also need to digitally bring together your 'Front of the House', your 'Back of the House' and your entire restaurant support ecosystem and infrastructure to deliver an exceptional guest experience.

IRO from Capgemini with Oracle Fusion Cloud at its core, provides a comprehensive, automated, and seamlessly integrated platform that empowers restaurant operators to drive innovation through every facet of their business - Financials, People, and Operations.



The need to infuse intelligence into restaurant experiences

The need for transformation is real and critical. Today's inflexible, siloed, and disconnected legacy's on premise 'spaghetti' infrastructure is stymying innovation and diminishing restaurant operators ability to provide their customers with a connected food experience that they have come to expect in every aspect of their lifestyle:

- **Challenges in multi-brand operations:**

Managing Point of Sale (POS) transactions, tracking revenue, and simplifying franchise revenue calculations pose considerable challenges as the current systems are fragmented, resulting in inefficiencies, inaccuracies, and delays in financial reporting and royalty calculations.

- **Reshaping restaurant tech from front to back:**

Pre-pandemic, restaurants exclusively invested in 'Front of the House' technologies, such as tabletop iPads, digital menu boards, and dine-in kiosks. Post-pandemic, the need is a transformative shift, redirecting attention towards 'Back of the House' functions. This included streamlining operations, optimizing Cost of Goods Sold (COGS), and enhancing financial management to capitalize on opportunities.

- **The tangled web of disparate point solutions:**

The proliferation of multiple point solutions for labor scheduling, inventory management, customer relationship management, and reservations has further aggravated the complexities. This fragmented approach not only adds confusion but also hampers adaptability and exposes vulnerabilities in business processes.

These complexities diminish the agility of restaurant operators, hindering their ability to respond to dynamic shifts in consumer behavior. Additionally, they expose vulnerabilities in their business processes, thereby posing a significant risk to their operations.

To address these challenges, the IRO from Capgemini, powered by Oracle Cloud, offers a new digital core. This integrated cloud platform synergizes technology, processes, and operating models, enabling digital transformation and rapid innovation while safeguarding mission-critical business applications.

The architecture is both scalable and automated, fostering connectivity, and empowering restaurant enterprises to evolve into what we term the 'Renewable Enterprise' – an organization capable of continual growth and adaptation.

Capgemini's recipe for a cloud-powered restaurant

Intelligent Restaurant Operations, Capgemini's unique solution driven by Oracle Fusion Cloud (ERP, HCM, EPM and SCM), is based on a Multi-Pillar SaaS Architecture, 'MPSA', that is cloud native. This solution assists restaurants in delivering memorable guest experiences, transforming first-time customers into loyal patrons. It integrates with multiple third-party cloud platforms to provide restaurant operators with an intelligent cloud ecosystem with a digital core to drive process innovation.

Capgemini offers a POS agnostic and seamless transformation experience that is uniquely capable to address the growing importance of:

1. Digital menu and ordering technologies like OLO
2. Delivery services like Uber, DoorDash, and Postmates
3. Concepts like 'Ghost Kitchens' and 'Virtual Brands'
4. Ethical sourcing and minimizing waste

Our cloud-enabled IRO is customized to address the unique challenges within the restaurant industry's technology landscape. It handles tasks such as managing POS transactions, tracking revenue from delivery partners, automating franchise revenue calculations, and facilitating employee mobility among sister restaurants.



'Front of the House' refers to the point of sale (POS) systems like NCR Aloha, Oracle Symphony, Brink POS, Square, and Toast



'Back of the House' refers to the recipe and inventory management systems like NCR Back-office, CrunchTime, and Oracle Micros



Kitchen management and restaurant labor management systems like HotSchedules and 7Shifts



Restaurant asset maintenance 'Marketplaces' like Corrigo and Upkeep



Alcohol payables service providers like Fintech and BevSpot



Gift card service providers like Fiserv and Incomm

Capgemini harnesses the power of Oracle SaaS and PaaS platforms to deliver tailored solutions for restaurant operators.

Plating innovation with every dish

POS to receivables integration:

Integrating your POS system with Oracle ERP Cloud ensures real-time and accurate sales transaction recording, eliminating manual entry errors. This automation transfers sales data to the receivables module for timely revenue recognition. Streamlining the revenue cycle enhances cash flow and eliminates financial reporting discrepancies.

Predictive ingredient ordering and intelligent ingredient usage management:

By integrating demand management algorithms with point of sale and recipe management systems, our intelligent restaurant solution automates 'Back of the House' operations. It also optimizes actual versus theoretical usage based on sales data. This drives profitability and efficiency in the ordering and supply process.

Chart of accounts segments for multi-brand operations:

Intelligent Restaurants offer a flexible chart of accounts (COA) structure tailored for your multi-brand restaurant operation. Segmenting each brand separately streamlines financial management and reporting. This enables precise tracking of revenue, expenses, and profitability for each brand, providing invaluable insights for strategic decision-making.

Franchise revenue automation:

Intelligent Restaurant systems automate weekly royalty and brand fund revenue calculations and collections, by integrating with your franchise partners' systems. This streamlines operations and enables real-time data exchange for precise revenue calculations while reducing discrepancies. Franchisees benefit from a self-service portal, promoting transparency and trust in our partnership.



Improved employee experience:

Managing restaurant employees is made easier with the Intelligent Restaurant solution. It includes automated chatbot hiring, employee sharing across franchise locations, and streamlined tips administration through payroll, all contributing to an enhanced employee experience. Managing restaurant employees is made easier with the Intelligent Restaurant solution. It includes automated chatbot hiring, employee sharing across franchise locations, and streamlined tips administration through payroll, all contributing to an enhanced employee experience.

Elevated dining experience:

IRO from Capgemini, powered by Oracle Cloud automates restaurant tasks with RPA and enhances guest experiences through blockchain-based 'farm-to-table' QR codes.

Savoring the benefits of intelligent restaurants



Enhanced financial accuracy and reporting:

Integrating POS with receivables enhances processes, ensuring precise revenue recognition, real-time financial reporting, and streamlined KPI tracking.



Improved operational efficiency:

Automated revenue calculations and streamlined financial management empower restaurant operators to concentrate on strategic initiatives, enhancing customer experiences, and boosting cost savings and productivity.



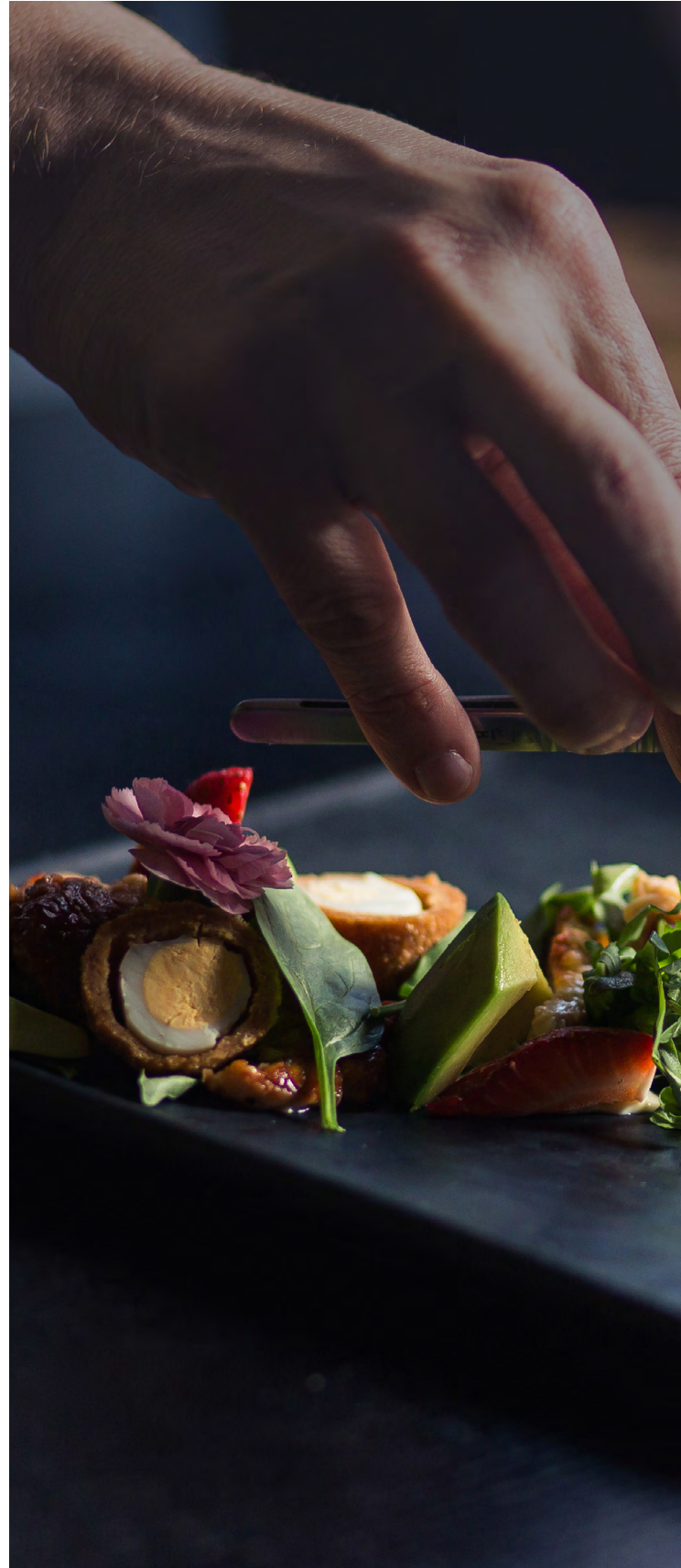
Franchise partner collaboration and satisfaction:

The seamless revenue-sharing process and transparent payment collection foster robust collaborations with our franchise partners. This provides timely access to payment information which builds trust, loyalty, and our brand reputation.



Scalability and future proofing:

IRO offers scalability and adaptability. As your organization expands or introduces new brands, the system effortlessly accommodates changes. With a cloud-based platform, you stay equipped, benefiting from continuous updates and new features.





IRO adds the *smart* flavor to your ROI

Your return on investment (ROI) will be substantial, considering reduced operational costs, improved revenue collection, and enhanced decision-making. Streamlining operations will lead to a significant increase in overall profitability within the first year of implementation.

Ready to serve cutting-edge dishes with IRO?

Embrace the future of restaurant management with IRO, Capgemini's unique industry-tailored solution powered by Oracle Cloud. IRO seamlessly integrates POS with receivables, employs a structured COA for multi-brand operations, and automates franchise revenue calculations. Partnering with Capgemini empowers you to make data-driven decisions, nurture growth, and secure a competitive edge in the ever-evolving industry.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

Get the future you want | www.capgemini.com

**Become an Intelligent Restaurant Enterprise with IRO
Connect with us today to get the future you want!**

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