Case Study — Food Services & Retail

Driving Enterprise ROI and Efficiencies

40% Improvement in Customer Satisfaction Scores

35% Decrease in Compliance-Related Incidents

30% Reduction in Inventory Carrying Costs

Overview

Client

Leading Food Services and Retail Chain

Industry

Food Services and Retail

Geography

North America

Employees

50,000+

Revenue

$10 billion



Challenges

The client, a prominent food services and retail chain, faced several operational challenges:

- **Process Inefficiencies:** Inefficiencies in inventory management and supply chain processes led to stockouts and overstock situations, causing significant revenue losses and increased operational costs.
- **Digital Transformation:** The need to integrate digital solutions to streamline operations and improve customer experience was critical. However, fragmented legacy systems created roadblocks.
- **Compliance and Risk Management:** Ensuring compliance with food safety regulations and reducing risk was essential but challenging due to the complexity of their operations.
- **Customer Experience:** Long wait times and inconsistent service levels negatively impacted customer satisfaction and loyalty.

Solution

Process Mining Implementation with Apromore: Apromore played a pivotal role in addressing these challenges through its advanced process mining capabilities.

- **Data Extraction:** Apromore extracted event data from the client's ERP and POS systems, providing a comprehensive view of the organization's processes.
- **Process Mapping:** Using Apromore, the client mapped end-to-end processes in inventory management, supply chain, and customer service, revealing inefficiencies and areas for improvement.
- **Performance Monitoring:** Apromore enabled continuous monitoring of processes, identifying performance bottlenecks and deviations from optimal workflows.
- **Simulation and Testing:** The platform's simulation capabilities allowed the client to test potential changes, such as inventory optimization strategies and customer service improvements, before implementation.
- **Operational Excellence:** Apromore automated the discovery of processes, creating accurate models supported by operational data. This foundation allowed for predictive process monitoring, helping prevent stockouts and optimize inventory levels.
- **Digital Transformation:** Apromore identified bottlenecks and process breakdowns, enabling a faster and more efficient digital transformation. The platform simulated new business models and tested changes, accelerating the transformation process and reducing costs.

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- **Compliance and Risk Management:** The alignment between risk and operations was enhanced through Apromore's insights into the control environment. Predictive monitoring capabilities helped anticipate risks and improve regulatory compliance.
- **Customer Experience Improvement:** By focusing on eliminating inefficiencies, Apromore helped enhance customer experiences. The platform standardized best practices across various branches, ensuring consistent service delivery.

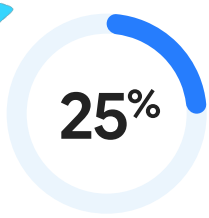
Results

By utilizing Apromore's process mining capabilities, the University of Melbourne achieved substantial improvements across its admissions process:



Operational Excellence

Reduction in inventory carrying costs. Enhanced process visibility and reporting, leading to better decision-making.



Digital Transformation

Faster process execution due to elimination of bottlenecks.



Customer Experience

Improvement in customer satisfaction scores.



Reduced overall transformation costs by through efficient digital initiatives.

Reduced customer wait times by





Compliance and Risk Management

Decrease in compliance-related incidents. Improved risk management with proactive monitoring and data-driven insights.

Conclusion

By leveraging Apromore's process mining capabilities, the food services and retail chain was able to drive productivity, reduce risks, enable digital transformation, and optimize their inventory management and customer service processes. These strategic initiatives not only improved operational efficiency but also enhanced customer satisfaction and compliance, positioning the organization for sustained success in a competitive landscape

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