Enhancing Operation and Management Efficiency for a Listed Global Catering Company

Cooperation Overview

Since 2018, Hengtian has forged a partnership with the client, a well-known listed catering company with thousands of restaurant branches in China. Starting from the work with the finance department and chain stores of the client, we further extend the cooperation to improve internal management of the client. Over 60 experts of Hengtian have engaged in a wide range of projects for the client throughout the years.

Smart Financial Clearing and Settlement Solution

Project Background

With the rise of e-commerce and e-payment, the client's noncash sales of proprietary restaurants account for over 65% of the total, and e-commerce orders and sales continue to climb. The various items, diversified distribution, and clearing channels make it impossible to support such a complicated noncash business, which poses a great challenge to the client's financial settlement.

Hengtian Solution

Hengtian provided a new financial clearing and settlement solution using spring cloud and big data technology to help the client rebuild sales, promotion, and accounting systems. Therefore, the finance reconciliation can be 100% accurate and efficient, supporting the continued growth of its business.

Client Benefits

1.   Greatly reduce the workload and errors of manual financial reconciliation and improve the efficiency of financial clearing and settlement.

2.   Get transparent account information which facilitates the manager to keep track of product sales and earnings at any time.

3. Headquarters can supervise the sales of offline stores in real time to avoid false data.

4. Build business strategy more conveniently with precise data and data visualization.

A Smart Lifecycle Training Program

Project Background

Responding to its business expansion, the client has been investing heavily in staff training. However, their traditional training system can no longer support the increasingly large number of stores and staff, making it hard to roll out full-course training. Meanwhile, as more young people who prefer online training courses join the company, it is then necessary for the client to transfer more courses to mobile terminals and provide more practical and attractive approaches to the training.

It has been a common practice of the client to develop and run the training program independently based on different market regions. However, this has led to scrambled training resources and mixed training results.

Hengtian Solution

The new training system developed by Hengtian has integrated the planning, execution, and progress tracking of the training program, enabling all training data to be analyzed and traced online.

With the new system in place, we build a systematic knowledge base that documents once-scattered training materials, including training manuals, tests, and courses. In this way, the collective knowledge about things like the client's customers, products, and business processes can be easily found by whoever needs it. The new training system can further specify the knowledge and generate tailored tasks for trainees based on their positions, stores, and market regions where they work. Therefore, trainees can grasp the skills needed for their jobs within a short period.

Despite the complex organization of the company, the new training system can access all relevant

business sectors to acquire work schedules, update the training progress, and adjust the training process accordingly. Through a traceable and standardized training process, the system makes it easier for the management team to decide whether trainees have met the requirements and are ready for the job. Plus, with more precise data, the training program is more purposeful, effective, efficient, and manageable.

Apart from regular skills training, trainees can also attend live interactive courses, fill in questionnaires on the training program, share comments on their learning experience, and resume training after taking a long-time off. The system will generate learning reports to compare the training efficiency among market regions. And items of the learning report can be removed or added according to the user type.

The Exception-Based Reporting (XBR) System

Project Background

With the general use of e-payment and constant changes in business forms, a larger amount of data generated from e-commerce transactions need to be traced and analyzed. The first version of the Exception-Based Reporting system (XBR 1.0) that the client has been using for risk control and fraudulent practices track can no longer fulfill such a requirement.. However, the POS data generated by the Compris system, the client's current data source, is about to be replaced by the CPOS data, which asks for the upgradation of XBR 1.0. Given all these mentioned above, the client reached out to us for a new XBR system, known as XBR 2.0.

Hengtian Solution- XBR 2.0

Based on big data and AI technology, XBR 2.0 calculates and analyzes data on user behavior, including what they purchased, how much they paid, and what discount they used. It will identify abnormal data and generate early warning reports to control risks. XBR 2.0 collects product information and other items such as verified coupons, credits, negative customer feedback, payment platforms, and bills. Cash and e-payment risks of new businesses can be investigated and traced by the algorism developed by our big data team. With the tracking platform, stores and

relevant staff can receive and review abnormal data generated from XBR 2.0, ePQC, and the risk control system to give feedback. Thanks to the investigation function, the Asset Protection department (AP) can work more efficiently and securely. By making the operation log traceable, XBR 2.0 can recognize timely whether the operation is executed successfully.

Besides controlling risks of transactions, XBR 2.0 can estimate and control risks of the staff and their working procedures by setting data rules for scenarios including product management and staff management.

Through online data reports, XBR 2.0 facilitates the client to calculate risks and save human input. Since its launch, XBR 2.0 has helped the client recover hefty monetary losses caused by regulation loopholes before and improve its process management.

The Smart Digital Menu Board (DMB) System

Project Background

To manage the DMB system of all its chain stores in a coordinated way, the client first used software provided by its DMB system supplier. However, the system was inefficient and with high labor costs, as its daily operation is taken by the supplier, rather than the client. In favor of adopting another intelligent drawing system to make images for its e-menu automatically, the client turned to us for a Smart DMB System.

Hengtian Solution

The Smart DMB System we developed links the image-making system and the e-menu display system, stores and maintains comprehensive information, including products, prices, and e-menus of the client's chain stores. Based on the system, the client can arrange the display plan of the e-menu according to market regions and restaurant types. To be more specific, it can set carousel modes to display its e-menus for breakfast, lunch, and dinner in different time slots. In this way, we have helped the client reduce labor and time costs.

The New Asset Management Platform

Project Background

As the client continues to expand the business, the former Oracle system, a large software kit, can no longer fulfill the asset management needs of the client. The client turned to us for a new asset management platform.

Hengtian Solution

The new platform developed by our team is convenient, time-saving, and scalable. It offers asset lifecycle management, from asset purchasing to asset disposal.

Convenience. The platform is an improved sector separated from the former oracle software kit for asset management. It can integrate other systems to ensure the seamless connection of information and data.

Efficiency. The platform supports the centralized data processing of the client's financial sharing center, where data from the headquarter, brands, and corporate bodies of the client are gathered. Therefore, it reduces the waiting time for data processing and eases the burden of data processing by the end of every month.

Scalability. The platform is well-prepared for the client's business expansion and can support business scenarios in full. It not only provides financial data and relevant reports promptly and accurately but also considers the future development of asset management.