

## Transforming Operations for a Global Leading Catering Company

### Overview of the Client

Since 2018, Hengtian has partnered with a leading listed catering company in China, managing thousands of restaurant branches. Our collaboration began with the finance department and chain stores, extending to comprehensive internal management improvements. This enduring partnership involves over 60 Hengtian experts working on various projects, driving significant business enhancements.

### Smart Financial Clearing and Settlement Solution

#### Challenge

The client faced a surge in noncash sales due to the rise of e-commerce and e-payments, making traditional financial settlement methods inadequate. Complexities in noncash transactions and diversified clearing channels posed significant challenges.

#### Solution

Hengtian developed a financial clearing and settlement solution using spring cloud and big data technology, revamping the client's sales, promotion, and accounting systems. This solution ensured 100% accurate and efficient financial reconciliation, supporting business growth.



## Benefits

### 1) Reduced Workload and Errors

Automated financial reconciliation minimized manual effort and errors.

### 2) Transparent Account Information

Managers gained real-time insights into product sales and earnings.

### 3) Real-Time Supervision

Headquarters could supervise offline sales to prevent false data.

### 4) Enhanced Strategic Planning

Precise data and visualization tools facilitated better business strategy development.

## Smart Lifecycle Training Program

## Challenge

The client's traditional training system could not support the growing number of stores and staff. The need for online and mobile training became essential as younger employees joined the company.

## Solution

Hengtian created a training system integrating planning, execution, and progress tracking, consolidating scattered training materials into a systematic knowledge base. The system customized training tasks based on trainees' roles, stores, and regions, improving training efficiency.



## Benefits

### 1) Streamlined Training Management

Centralized knowledge base and integrated systems simplified training.

### 2) Customized Training

Tailored tasks based on specific needs ensured quick skill acquisition.

### 3) Real-Time Progress Tracking

Automated updates and adjustments ensured alignment with business needs.

### 4) Interactive Learning

Live courses, feedback mechanisms, and detailed learning reports enhanced engagement and effectiveness.

## Exception-Based Reporting (XBR) System

### Challenge

The original XBR 1.0 system could not handle the increased data from e-commerce transactions. The transition from Compris to CPOS data required an upgraded system for effective risk control.

### Solution

Hengtian developed XBR 2.0, utilizing big data and AI technologies to analyze user behavior, identify abnormal data, and generate early warning reports. The system tracked cash and e-payment risks, enhancing operational security.



## Benefits

### 1) Advanced Risk Control

Improved detection and control of transaction risks.

### 2) Comprehensive Data Analysis

Aggregated product and customer feedback data for thorough risk assessment.

### 3) Efficient Investigation

Enabled real-time review and feedback on abnormal data.

### 4) Scalable Risk Management

Estimated and controlled risks related to staff and procedures, supporting business expansion.

## Smart Digital Menu Board (DMB) System

### Challenge

Managing DMB systems with supplier-provided software was inefficient and costly. The client needed an automated, integrated solution.

### Solution

Hengtian developed a Smart DMB System, integrating the image-making system with the e-menu display system. The system allowed for customized display plans based on market regions and restaurant types.



## Benefits

- 1) **Increased Efficiency:** Streamlined e-menu management, reducing manual oversight.
- 2) **Cost Reduction:** Automated operations lowered labor costs.
- 3) **Customized Display:** Tailored e-menu plans improved customer experience.
- 4) **Improved Control:** Greater flexibility and control over DMB systems.

## Working in Partnership

Hengtian's tailored solutions have significantly transformed the client's operations, driving efficiency, reducing costs, and enhancing strategic planning. Our innovative approaches have addressed immediate challenges and positioned the client for sustained growth and success.

We are proud of our partnership and look forward to continuing our journey of delivering exceptional value and impactful solutions. If you'd like to know more, get in touch!

