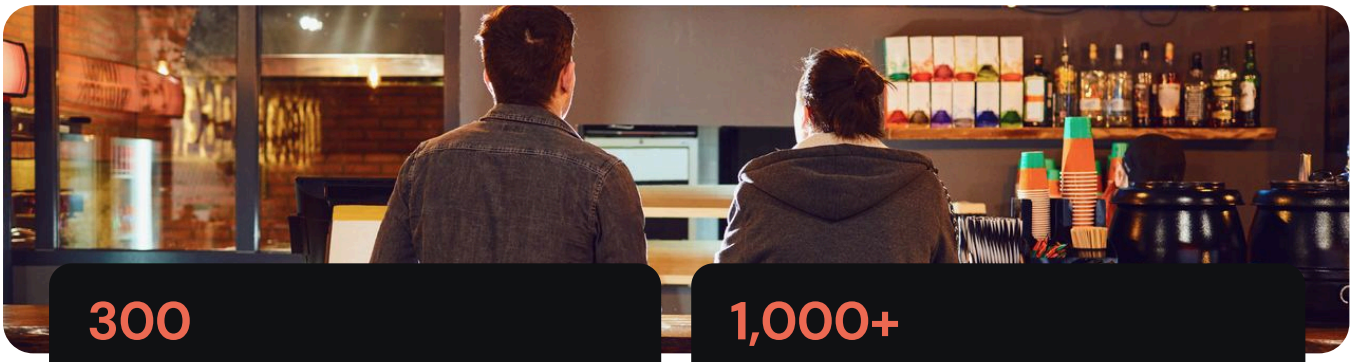
Restaurants & QSR · India

A QSR chain grew from 300 to 1,000+ outlets with every asset in one system

A quick service restaurant chain tagged every kitchen asset, scheduled its maintenance and handled breakdowns as tracked requests, then kept the same system as it grew past 1,000 locations.



300
outlets when the chain started

1,000+
locations managed today

AT A GLANCE

INDUSTRY
Quick service restaurants

REGION
India

SIZE
300 outlets at start, now 1,000+

FEATURES USED
Assets · Maintenance · Work

01 The client

The client is a prominent quick service restaurant chain. When it started with Asset Infinity it ran over 300 outlets, each with hundreds of mission-critical assets: ovens, mixers, freezers, refrigerators, cooking ranges, ice makers, grills, ventilation and more.

Each outlet had its own technician. The chain was opening new outlets and closing weaker ones, so assets were always being moved and reassigned.

02 The challenge

Assets were managed by hand, so the chain had no enterprise view of what it owned or where. Maintenance was manual and often missed, and a breakdown could stop an outlet's business.

- No tracking of assets, leading to misplacement and under-use.
- Assets moved between opening and closing outlets without records.
- No proper records of maintenance or its costs.
- Missed maintenance led to breakdowns and higher repair costs.
- One technician per outlet left the team often idle.

03 What they set up in Asset Infinity

The chain built a complete fixed asset register in Asset Infinity, then ran planned maintenance and breakdown requests from it.

Assets

Tagged register of every asset

Every asset is labeled with a barcode, QR code or RFID tag and recorded with its count, location, category, condition, status, purchase and financial details.

Assets

Movement history

When assets move between outlets, each transfer is recorded, giving management a trail that prevents misplacement and theft.

Maintenance

Scheduled maintenance

Each asset has a maintenance plan with its frequency. Work orders are assigned and technicians get reminders, with labor, spares and consumables costed per job.

Work

Breakdown requests with SLAs

Outlet managers raise a request with its priority, a technician is assigned and notified, and unresolved requests escalate under the SLA.

04 How it works day to day

This is how kitchen assets are kept running across the outlets now.

SYSTEM

Schedules the maintenance

Preventive plans raise work orders when each asset is due, at the frequency defined for it.

MAINTENANCE MANAGER

Assigns the job

Work orders go to designated technicians, who get notifications and reminders for upcoming jobs.

OUTLET MANAGER

Reports a breakdown

When an oven or freezer fails, the manager raises a request against the asset and sets its priority.

TECHNICIAN

Fixes the asset

The technician is notified, works the job on the mobile app and records the spares used and costs incurred.

OUTLET MANAGER

Signs off the job

The manager confirms the repair before the job is closed, so work is closed only when the outlet agrees it is done.

SYSTEM

Escalates what waits

A request not resolved within its SLA is escalated, so a stopped kitchen does not wait unseen.

MANAGEMENT

Reviews costs and history

Reports show each asset's last maintenance, its current and cumulative cost, pending jobs and technician workload.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset records	Manual, no enterprise view	Complete tagged fixed asset register
Asset moves	No records as outlets opened and closed	Movement history for every asset
Planned maintenance	Manual, often missed	Scheduled, with reminders to technicians
Maintenance costs	Not recorded	Labor, spares and consumables per job
Breakdowns	Manual and slow to resolve	Prioritized requests with SLA escalation
Technicians	One per outlet, often idle	Assigned centrally where needed

06 How it rolled out

1

Assets identified and tagged. All assets were registered with their details and labeled to create the complete fixed asset register.

2

Maintenance scheduled. Maintenance frequency was defined for each asset, with jobs assigned to designated technicians.

3

Breakdown process set up. Outlet managers began raising breakdowns as prioritized requests, with SLA escalation.

07 The results

- Maintenance done on time, every time
- Lower breakdown frequency
- Maintenance team reduced to the right size, saving money
- Fewer asset thefts and misplacements
- Significantly higher return on assets

08 Why it worked

Scaled with the chain

The same system that served 300 outlets now serves more than 1,000 locations.

Maintenance before failure

Scheduled plans with reminders made on-time maintenance routine, which cut breakdowns.

Technicians where needed

Central visibility of open jobs let managers send people to blocking issues and right-size the team.

09 Looking ahead

The chain brought over 300 outlets into Asset Infinity and now manages more than 1,000 locations, with hundreds of assets in each, in the same system. Maintenance happens on time, breakdowns are fewer and handled quickly, and complete asset data is available at any moment.

Return on assets rose significantly, orders reach customers faster, and the maintenance team is sized to the work rather than one technician per outlet.

See it on your own assets

A 30-minute demo, set up for a restaurant or QSR chain.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial