Restaurants & QSR | India

A multi-brand fast-food operator tracked every store equipment issue to resolution

A fast-food restaurant operator in India replaced manual equipment complaint handling with one asset register and tracked requests, prioritized by severity and measured for turnaround time.



AT A GLANCE

INDUSTRY
Fast-food restaurants, several brands

REGION
India

SIZE
A large and growing number of outlets

PREVIOUSLY
Manual records, no ticket tracking

FEATURES USED
Assets | Work | Platform | Insight

01 The client

The client operates restaurants for several international fast-food brands across India as a franchisee, and keeps expanding its network.

Every store depends on kitchen and service equipment. With so many outlets, keeping track of the assets and of every issue raised against them is a large job, and a slow repair shows up quickly in customer service.

02 The challenge

There was no software for assets or tickets. Processes were manual, no proper records were kept, and the volume of requests made communication disorganized.

- Equipment and supplies across stores were hard to track.
- A high volume of requests was handled without an organized method.
- Turnaround time (TAT) for each ticket had to be kept and recorded.
- Data had to be restricted by location, with access through reports.
- Equipment issues needed priorities by severity.

03 What they set up in Asset Infinity

The operator put its store equipment in an Asset Infinity register and ran every equipment issue as a tracked request with priority, SLA and location-based access.

Assets

Register of store equipment

Equipment and supplies are recorded per store with custom fields and barcode or QR labels, so each asset's status, location and history are in one place.

Work

Requests with priority and SLA

Each request gets a priority by severity. SLA timers track turnaround time, and an escalation path brings overdue requests to the right managers.

Platform

Access by location

Roles limit store managers to the requests of their own store or region, while the helpdesk team sees everything.

Insight

TAT and breakdown reports

Reports show turnaround time and breakdown frequency by equipment and store, which regional managers use to tackle recurring problems.

04 How it works day to day

This is what happens now when equipment fails in a store.

STORE MANAGER

Raises a request

The manager raises a request against the failed equipment, from the web or mobile app or by scanning its label, and sets its priority.

SYSTEM

Notifies the team

The technician and helpdesk team are notified as soon as the request is raised, and the SLA timer starts.

TECHNICIAN

Fixes the equipment

The technician updates the request on the mobile app as the job progresses and records what was done.

STORE MANAGER

Confirms the fix

The store manager signs off the repair before the request is closed, so a job is closed only when the store agrees.

SYSTEM

Escalates late requests

A request running past its SLA follows the escalation path to the next level of management.

REGIONAL MANAGER

Reviews TAT and breakdowns

Reports filtered to the region show TAT and breakdown frequency by store and equipment, pointing to recurring problems.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset records	No proper records	One register of store equipment
Requests	Manual, disorganized	Tracked requests with full history
Priorities	None	Set by severity of the issue
Turnaround time	Not tracked	Measured for every request
Data access	Not restricted	Limited by store and region
Recurring problems	Hard to see	Breakdown frequency reports by store

06 How it rolled out

1

Assets registered. Store equipment and supplies were counted and recorded in one asset register.

2

Priorities and escalation defined. Request priorities by severity and an escalation matrix were configured.

3

Access set by location. Store and regional managers were given access limited to their own locations.

07 The results

- Manual processes replaced by one platform for assets and requests
- Exact count of resolved requests always known
- Management alerted whenever a request is raised
- Status of any request visible at a glance
- Better customer satisfaction and organizational efficiency

08 Why it worked

Priorities that match impact

Setting priority by severity puts the issues that affect customers at the front of the queue.

Everyone sees their part

Location-based access gives each store and region a clear view of its own requests and nothing else.

Patterns, not just tickets

Breakdown frequency by store and equipment turns individual repairs into decisions about recurring faults.

09 Looking ahead

With its equipment in one register and every issue tracked as a request, the operator knows how many requests are open and resolved, how long each took and which equipment keeps failing.

Regional managers use breakdown frequency by store to address recurring problems, and priorities make sure the issues that affect customers most are fixed first.

See it on your own assets

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

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

Book a demo

Start a 14-day free trial