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Franchise Operations Platform

SERVICE
Software

YEAR
2024

Franchise Operations Platform is a centralized tool designed for managing multi-location compliance and operations for a 14-location restaurant franchise in Florida. It streamlines reporting with standardized checklists and facilitates efficient vendor management across all locations.

Industry: Retail Client: Confidential Service: Software

96% average health compliance score vs 81%

Critical issues caught in 3 hrs not 11 days

65% faster invoice processing

20 hrs per week corporate time saved

The Challenge

A 14-location Florida restaurant franchise had no standardized way to manage daily operations across locations. Each store manager kept their own records. Health inspection checklists were paper forms faxed to the head office. Vendor invoices were emailed to a shared inbox and manually matched to purchase orders. The franchisor had no real-time visibility into which locations were compliant with standards and which were not. A failed health inspection at one location went unreported to corporate for 11 days.

Our Solution

Built a franchise operations platform with a mobile-first Blazor PWA for store managers and a corporate admin dashboard. Managers complete digital daily checklists with photo evidence on tablet or phone. Health and safety compliance forms are submitted digitally with automatic escalation to corporate if any item is flagged. A vendor portal allows invoice submission and PO matching. The corporate dashboard shows real-time compliance scores per location equipment maintenance status and open issues by severity.

The Results

All 14 locations are now on a standardized daily operations cadence for the first time. Health inspection compliance score across the franchise improved from 81% to 96% average. A critical equipment failure was caught via the platform 3 hours after it occurred versus 11 days in the previous incident. Vendor invoice processing time dropped 65%. Corporate saved an estimated 20 staff hours per week on manual reporting

consolidation.

Tech Stack

Blazor PWA · .NET 8 · SQL Server · Azure · Azure Blob Storage · Push Notifications · REST API

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