A FOOD CHAIN OF FRANCHISEES

Infosys BPM facilitates the contract management for franchisees of a leading fast-food restaurant.

A leading fast-food restaurant chain.
CHALLENGES

Mandate: Contract documentation, system update and issuing transaction summaries

Pain Areas:

- All processes & procedures are not documented
- Negotiations performed by front-end group with franchisee
- Spikes of volume
- Efficiency and people dependencies

The key client mandate was sustainable and efficient outsourcing service operations for all the tracks of FCM process

SOLUTIONS

- Infosys BPM team shall execute all FCM processes for North America, Latin America, the Caribbean, EMEA, and APAC for new restaurant development, renewal (extension/successor), programs, change of ownership, franchise-to-franchise & facility inspection database maintenance

- Infosys BPM team shall execute end-end activities of respective processes and will communicate with internal stakeholders for approvals, review of change in agreements, system update, creation of transaction summaries and other ad-hoc requirements as per the defined SOP of respective processes

- Infosys BPM team will also verify and maintain accuracy of SOX controls on FCM process; 1) rate or fees 2) revenue & received fees

BENEFITS

- Facilitating the development of new restaurants by drafting extension or Successor Franchisee Agreements (SFA) along with BKC
- Preparing buyer/seller packages and associated documents
- Managing change of ownership with necessary documents/applications
- Creating facility inspection database, updating workbench, and verifying and maintain as per agreed parameters
- Franchise contract management and administration

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For more information, contact infosysbpm@infosys.com