



Client Story | Transformation in Motion

Global Doughnut Chain Transforms Across Applications, Data and Cloud

Faced with a lack of bandwidth and technical debt, this \$1.7B doughnut chain turned to Insight for strategic support across application modernization, data and analytics, and cloud.

Industry:

Food service retail

The challenge:

Address multiple technology initiatives in tandem — from modernizing legacy applications to migrating workloads to Microsoft Azure.

The solution:

Multiple workstreams, including modernizing the client's future orders system and establishing global sales reporting, delivered at scale to drive stronger business outcomes

Insight provided:

- Consulting Services
- Application modernization
- Automation
- Cloud migration
- Data analytics and reporting
- Data engineering and visualization
- Data warehouse consolidation


Transformation across the business


A longtime Insight client, this major doughnut chain is looking to get a handle on their global footprint. Driving toward this goal, the client has engaged Insight on a number of projects across data and analytics, application modernization and cloud.


Migrating and consolidating data from on-premises to cloud

Looking to grow its footprint in Microsoft® Azure®, the client leaned on Insight for data warehouse consolidation and cloud migration. Insight provided support on sunsetting select on-premises data warehouses and migrating that data to Azure cloud.

Outcomes

 Smooth implementation with minimal impact on business processes


 Reduced complexity and optimized performance


 Fast, safe and secure migration to Azure

Training and support for Microsoft Power BI

The client recently adopted Power BI® and needed to strengthen their competence with the data visualization platform. Insight helped the client extract and model data to develop ready-to-integrate visualizations, as well as provided training on Power BI capabilities and best practices.

Outcomes

 Modernized reporting capabilities, leveraging data made available in the Azure platform

 Improved user understanding of Power BI platform

Single-pane-of-glass visibility through global sales reporting

With 1,600+ locations worldwide, the client needed an established framework for global sales reporting. Previously, there was no consistent field reporting, meaning franchised locations could report sales in whatever manner they chose. As a result, the client's global sales numbers were completely dependent on what the franchised locations reported, which had to be taken at face value.

Looking to pull franchised locations more in-house and standardize sales reporting for more accurate numbers, the client leaned on Insight to set up global sales reporting. Crafting a solution that involved Azure cloud, Snowflake and Databricks, Insight built a global sales reporting practice for the client. Now, sales data across franchised locations is pulled directly into corporate, eliminating concern over whether franchised locations are reporting actuals.

Outcomes

-  Accurate data sharing and reporting
-  Consolidated data model for global sales
-  Increased business confidence
-  Accelerated Business Intelligence (BI)
-  Total visibility into sales across 1,600+ locations
-  Simplified labor, production and demand planning — reducing waste
-  Matured cloud-based workloads

Application modernization for future orders

Each of the client's retail locations must prepare food orders coming from a variety of channels. But the existing application for future orders ran on a legacy system that had a poor user experience, which led to low adoption by the shops.

Insight is carrying out a multiphase modernization project for the client's future orders application. This encompasses replatforming the application, building in enhanced capabilities, automating processes, consolidating feeds from across ordering channels into a single view and integrating the application into shops' points of sale.

The next phase of the application modernization project will include integrating online channels and creating a frictionless guest experience.

Outcomes

-  Optimized operations
-  More accurate tracking of future orders (and fulfillment of those orders)
-  Simplified coordination of orders across vendors
-  Improved user experience for customers and employees
-  Transparent payments
-  Increased adoption across retail locations
-  40% increase in usability

Looking to the future

Insight continues to grow our partnership with this client and share our capabilities across the board, expanding the relationship through trust and key wins. As the client continues their transformation journey, Insight will provide support on identifying gaps, mapping modernization efforts and delivering the resources to execute strategic priorities.

What's possible at your organization?

Accelerate transformation with Insight. As an end-to-end Solutions Integrator, we help clients across industries drive outcomes in any area.

[Explore our offerings to see what we can start working on together.](#)

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