



# Integrated Middleware Solution for a Leading US Restaurant Chain



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*aspire*   
SYSTEMS  
*attention. always.*

## COMPANY

Our client is a leading restaurant chain in the US with over 172 Point of Sale (POS) locations worldwide. The brand specializes in serving eclectic desserts and their theme is to offer sumptuous menu in large portions.



## THE CHALLENGE

The company maintained a centralized ERP system in its Headquarters from which the XML files were manually loaded to the POS locations with the help of RemoteWare systems. This approach increased the overall operational overhead as they grew.

### BUSINESS CHALLENGES



- ➔ Non-integrated view of employee data that could not be updated on a timely basis.
- ➔ The process that was followed to register and track the employee provisioning eventually created inconsistencies in records and poised more challenges for the support team due to the model's inherent complexity.

### TECHNICAL CHALLENGES



- ➔ The client's core ERP system had different business applications running data back and forth, updating and maintaining the employee management system.
- ➔ Scaling the system became cumbersome due to the increased interactions between the applications for every single record.
- ➔ The system also demanded manual intervention in loading the XML files to the POS locations.

## THE SOLUTION

Aspire was offered to create a middleware interface that integrated the entire employee provisioning system amongst the ERP system, Active Directory and the POS facility and executed it over a period of 1.5 years. Aspire created an uniform enterprise level approach to the problem by identifying the phases of the workflow, automating the systems completely and integrating them for reduced interactions amongst the business applications.

The implementation of the solution amongst the several business applications of the system happened in three phases:

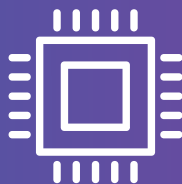
1. A middleware interface was built to integrate the employee provisioning system among the LAWSON application (ERP system), Active Directory and POSitouch system placed in the restaurants.
2. A streamlined data flow was established between the LAWSON and BSwift applications.
3. The work service request flow between the Headquarters and the POS locations were integrated.

The proposed solution also ensured that every activity is recorded and flags were raised in case of exceptions so that, in spite of the complete automation of the process, the central system still had the complete control.

“  
An uniform enterprise level approach that intelligently manages the interactions among the business applications  
”

## BEST PRACTICES

## TECHNOLOGY SNAPSHOT



### Tools:

iWay Service Manager 6.1.5, iIT 6.1.6, Active directory, POSitouch, LAWSON

### Platform:

MS SQL Server 2008

## RESULTS



The solution revamped and completely automated the employee provisioning system that interacted between the headquarters and the individual POS locations. This resulted in tremendous increase in operational efficiency and removed the inconsistencies that occurred due to human interventions in the process. There were improved cost savings due to automation.

## SITUATION COMPARISON



Previously, XML files containing the employee details were manually created by the ERP system in the Headquarters and were uploaded in the POS locations. Our solution completely automated this process.



The entries for the Active Directory, which previously was done manually, were also automated in this process.



This solution also ensures monitoring and alerting the central system in case of discrepancies.



The presented solution integrated the business applications using a middleware interface that reduced the need for frequent communication amongst them in a day-to-day basis.

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## ABOUT ASPIRE

Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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