CASE STUDY: HUNGRY HOWIE'S PIZZA & SUBS

RESTAURANT MANAGEMENT SHAREPOINT APP
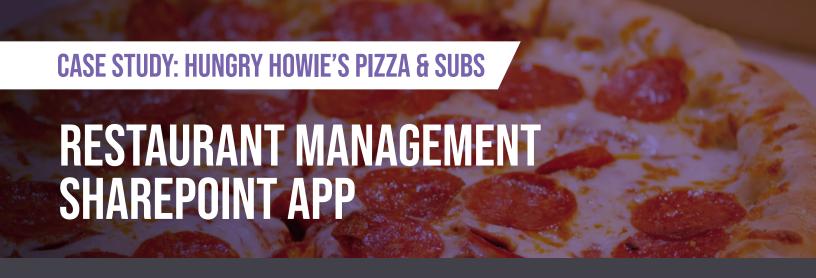
OVERVIEW

Hungry Howie's Pizza & Subs, Inc. is one of the country's largest pizza franchises, operating over 565 locations in 22 states nationwide.

THE CHALLENGE

Each Hungry Howie's store location is inspected by four inspectors (reps). The process required them to manually complete a full store inspection form in Microsoft Excel. Manual entry led to undesirable variation and a lack of continuity between similar responses on each form. In order to log store data into the inspection form, reps were required to carry around nine pound laptops from store-to-store. Reps needed both hands to operate the laptop entry form, which meant setting the laptop on food prep counters to complete the inspection. The heavy laptops regularly got food inside of them and were dropped on the ground on several occasions. Reps were also required to carry around mobile printers in order to print out documentation of the inspections for the store managers. The process was overly complicated, clunky, and inefficient.

TECHNOLOGIES USED

SHAREPOINT | IOS | ANDROID

SOLUTION

Planet Technology developed a Microsoft SharePoint-based application for the iPad with a stylus to give users a "pen and paper" feel. The mobility of a lightweight iPad (just under 1.5 pounds) allows reps to operate the app without setting the device down. Utilizing SharePoint, Planet Technology integrated pre-populated fields and drop-down bars into the app to provide continuity in the form responses.

Reps can mark down notes alongside these standardized responses for more specificity. Planet Technology also utilized the iPad's built-in camera to allow reps to associate notes with pictures. When the form is completed, it is automatically sent via email to the regional rep, the VP of Operations, the franchise owner, and others associated with the specific store. Each of these contacts are pre-populated and associated with the individual store, so no additional steps are required. Stores with fax machines are automatically sent completed forms so the store manager has a physical copy. Planet Technology also kept flexibility in mind when developing this application. Though Hungry Howie's currently uses it for the iPad, it was written to work universally on Android, Windows or other mobile tablet devices.

RESULTS

Hungry Howie's store inspection process is now more intuitive and allows for more detailed reports. The process is more streamlined with the standard set of responses and pre-populated fields on the form. Using an iPad in place of a cumbersome laptop has increased the efficiency of the process, both in terms of the length of the process, and in how much money is spent on upkeep for dated, frequently dropped computers. The automated fax-sending feature eliminated the need for inspectors to carry a mobile printer.

BENEFITS

INSPECTION FORM LOADED INTO CACHE
If a cellular data connection is ever lost, all previously entered content is saved.

LOCATION SERVICES
Geographic location, store management, store ownership and inspector information are all pre-populated by the application.

TIME REPORTING
The application logs what time the inspector begins filling out the form and when it has been completed.

PRE-POPULATION
By using a jQuery library, when reps search for a store location they can simply enter a letter or word into an auto-complete field and all relevant entries are displayed.

ADMIN-CONTROLLED OPTIONS
Through the use of SharePoint lists, admins are able to control specific responses for drop-down fields for food quality and quantity, adding or removing items from the inspection, and ranking the importance of each field.

Planet Technology

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