



Customer success story

Sales modernization for a large multinational restaurant chain

Our AWS practice transforms a 40-year-old sales management ecosystem into a resilient, scalable cloud-based system.

The challenge

A leading US quick service restaurant company needed to address process inefficiencies across its distributed applications that were preventing a robust validation system and generating an unacceptable number of errors. In addition, their legacy mainframe, Oracle Forms and Microsoft Excel technology stack resulted in high total cost of ownership (TCO). Finally, the data required for reconciliation, analysis and reporting could not easily be extracted.

The solution

Cognizant's AWS practice drove their transformation across a distributed, 40-year-old sales management ecosystem into a simplified ecosystem composed of a single, highly responsive window that is resilient and scalable across cloud-based systems on AWS.

Power business intelligence (BI) was implemented for reporting through Agile DevOps methodology, leading to an optimized model that included the following:

- The implementation of agile methodology with daily cadence of the entire team and dedicated cadence for the concept team.
- Releases executed in parallel. In this case, three releases were performed at the same time with separate governance under the guidance of program mentors.
- An end-to-end secure solution on AWS with token-based APIs, automated server monitoring and one-click deployment.

A modern AWS platform with reduced TCO, increased efficiency

Cognizant's AWS practice helped drive the company's transformation across a distributed, 40-year-old sales management ecosystem, reducing TCO and improving process efficiencies across the business. The organization now has its 1700 owner-operated restaurants up and running on the new application and tens of thousands more corporate owned facilities as well.

99% of transactions handled in under 500 milliseconds

10K+ US stores data processed

25K+ international stores data processed

100+ different countries of operation



Cognizant (Nasdaq-100: CTSH) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so they can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or follow us @Cognizant.

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