

Labor Scheduling: Restaurant Chain

Client Profile

A \$4 billion multi-unit restaurant company that is consistently recognized by FORTUNE magazine as one of "America's Most Admired Companies". It operates six exciting concepts and manages a portfolio of 1500 restaurants across US.

Situation

Fluctuating customer turnover at our client's outlets mandated the managers to schedule their workforce to manage the ebb and flow of the business on a daily, weekly and seasonal basis. The managers were using an in-house application for labor scheduling. This application was achieving close to 85% efficiency, necessitating manual intervention to complete unfulfilled tasks. The manual process was painstaking and a time consuming effort for both the managers and staff. Additionally increasing overtime and recruitment costs were causes of concern for corporate executives.

The existing application was also a complicated and unstructured tool. It required the managers to input information individually into multiple stand-alone applications and run them sequentially to generate a schedule. This made the schedule generation process quite cumbersome.

Solutions

Cognizant developed a robust scheduling application that allows managers to plan ahead and attain near perfect efficiency in schedule generation. A wizard based user interface was developed that guides the user intuitively through the application & also reduced the number of input points. The application allows managers to easily capture the parameters for each employee. The algorithm developed by Cognizant matches the staff's skills, availability and prioritized weekdays to projected needs, producing an optimum schedule. This enables managers to model various scenarios and compare actual to expected labor costs. The application was integrated with the POS, allowing managers to enforce schedules to Clock-in screens. Exceptions required managerial approval, thereby dramatically reducing overtime costs.

An integrated reporting tool allows managers to create a variety of custom reports such as schedule postings, overtime analysis and schedule and cost variances.

- Improved operational efficiency
- Reduced Labor and overtime costs
- Achieved efficiencies up to 99% in the schedule generation process
- Reduced administrative & recruitment costs
- Improved guest service
- Achieved greater employee satisfaction
- Provided access to labor-cost metrics to senior management
- Strict compliance with labor laws

About Cognizant

Cognizant (NASDAQ: CTSH) is a leading provider of information technology, consulting and business process outsourcing services. Cognizant's single-minded passion is to dedicate our global technology and innovation know-how, our industry expertise and worldwide resources to working together with clients to make their businesses stronger. With more than 40 global delivery centers and approximately 68,000 employees as of September 31, 2009, we combine a unique onsite/offshore delivery model infused by a distinct culture of customer satisfaction. A member of the NASDAQ-100 Index and S&P 500 Index, Cognizant is a Forbes Global 2000 company and a member of the Fortune 1000 and is ranked among the top information technology companies in BusinessWeek's Hot Growth and Top 50 Performers listings.



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