



# From Disorganized to Efficient: How Asset Infinity Helped food and beverage Client Manage Assets & Tickets

## CLIENT PROFILE

Our client is a company that operates various fast-food chains in India, including KFC, Pizza Hut, and Taco Bell. The company has implemented a robust system for asset and ticket management in order to efficiently handle any issues or breakdowns in the equipment used by its stores.

However, the company faces challenges in asset management due to the large number of assets across its stores, and in ticket management due to the need for proper documentation and tracking of each issue raised. Our food and beverage client can maintain its reputation for providing top-quality services to customers and ensure smooth operations across all its stores by effectively addressing these challenges.



## PROBLEM ASSESSMENT

- Our client faced several challenges in asset management and ticket management. They struggled with tracking and managing their assets, resulting in difficulties in monitoring equipment and supplies.
- Additionally, they faced a ticket management problem, where they received a high volume of customer complaints and support requests, leading to inefficient and disorganized communication. These issues caused disruptions in their daily operations, affecting their ability to provide quality service to their customers.
- Most importantly, the processes were manual and there was no organized method for tracking tickets, resulting in difficulties in operation management.
- To address these challenges, our client needed to implement effective asset tracking and management systems, as well as a streamlined ticket management process to improve customer satisfaction and organizational efficiency.

## FEATURES OF ASSET MANAGEMENT

### Centralized Asset Repository

A single location to store all asset information and records, making it easier to track, manage and maintain them.

### Asset Tracking & Maintenance

It allowed to monitor the status, history, & location of each asset, as well as scheduling preventive maintenance and repairs.

### Customizable Fields & Labels

Enabled businesses to track and manage assets based on their unique needs.

### Barcode & QR Code Scanning

It helped in keeping track of them, update their status, and access their history and maintenance records.

### Automated alerts

Automated alerts and notifications for asset maintenance, upcoming asset expirations, and other important updates.

## HOW ASSET INFINITY RESOLVED THE CLIENT'S PROBLEMS

### LEGACY STATUS

- Our client operates KFC and Pizza Hut restaurants across India as a franchisee of Yum! Brands. They have a significant presence in the Indian market and are continuously expanding their operations. With a large number of outlets, managing tickets and assets is a herculean task for them.
- Therefore, it is important to keep track of every ticket. However, not having any automated software for asset management & ticket management in place was a major problem for them. Due to this, no proper records were maintained.

### ASSET INFINITY SOLUTION

Asset Infinity's software enabled the elimination of manual processes, providing a centralized platform to manage assets and tickets. The software allowed our client to accurately track the number of assets and maintain an asset register for all their equipment and supplies. With the help of the ticketing module, they can keep track of every ticket and all records related to it. The store manager receives an OTP and shares it with the technician when the ticket is closed.





## LEGACY STATUS

- Our client had a specific requirement to maintain Turn Around Time (TAT) for every ticket efficiently and keep proper records.
- They also needed to restrict data based on locations and wanted to access data through reports.

## ASSET INFINITY SOLUTION

- The Asset Infinity system provides a location-based asset management solution, allowing store managers to view only the tickets assigned to their store or region. Every ticket's TAT is tracked, and notifications are sent to the technician and helpdesk team once a ticket is raised. Managers can filter equipment-specific issues.
- The primary report generated is from the managed ticket section, including TAT and equipment breakdown frequency at the store level. Regional managers use this report to identify and address recurring problems.



## LEGACY STATUS

Our client aimed to improve customer service by setting ticket priority for equipment issues to ensure customer satisfaction. To achieve this, they required an automated system that could efficiently prioritize tickets based on the severity of the issue and help them track and manage each ticket effectively.

## ASSET INFINITY SOLUTION

- Ticket priority can be set, and an escalation matrix is maintained. This software allowed our client to improve their operational efficiency by streamlining their ticket management process. This resulted in a more organized and efficient communication system between customers and support staff, leading to improved customer satisfaction and overall organizational efficiency.







## FEATURES OF TICKETING MANAGEMENT

- **Automated Ticket Creation:** Creation of tickets automatically from customer requests or alerts, providing a faster response time and reducing manual work.
- **Customizable Ticket Fields and Forms:** Allows customization of ticket fields and forms, helping businesses to track and manage tickets based on their specific requirements.
- **Ticket Prioritization:** Prioritization of tickets based on urgency and importance, ensuring that the most critical tickets are addressed first.
- **Escalation and Approval Workflows:** Escalation and approval workflows help to streamline ticket resolution by automatically routing them to the right teams or managers.
- **SLA Management:** Management of Service Level Agreements (SLAs) to ensure that tickets are resolved within the specified timeframes and customer expectations are met.

## CONCLUSION

- Asset Infinity's software has provided our client with an efficient and automated solution for their asset and ticket management problems.
- With accurate tracking and record maintenance, the software has allowed our client to manage their operations more efficiently, ultimately leading to improved customer satisfaction and organizational efficiency.
- Now, the team knows the exact number of resolved tickets, and all ticket-related information can be viewed within the application. Whenever a ticket is raised, alerts & notifications are sent to the management. Additionally, the status of each ticket can be easily checked.

