

A FOOD CHAIN OF FRANCHISEES

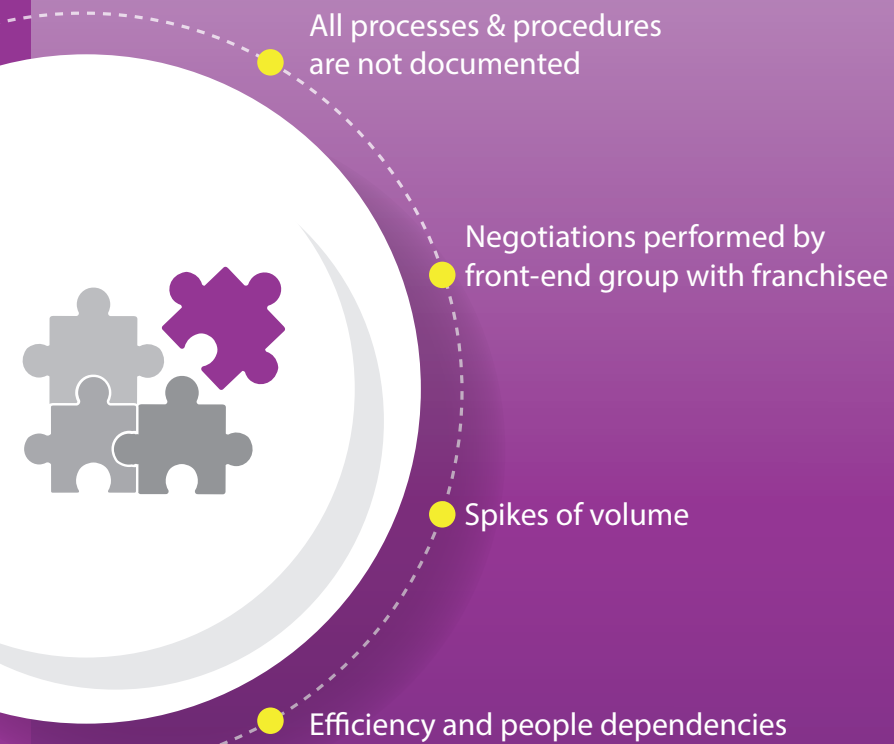
Infosys BPM facilitates the contract management for franchisees of a leading fast-food restaurant.

A leading fast-food restaurant chain.

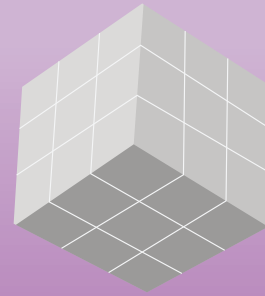


CHALLENGES

Mandate: Contract documentation, system update and issuing transaction summaries
Pain Areas:



The key client mandate was sustainable and efficient outsourcing service operations for all the tracks of FCM process



SOLUTIONS

- ▶ Infosys BPM team shall execute all FCM processes for North America, Latin America, the Caribbean, EMEA, and APAC for new restaurant development, renewal (extension/successor), programs, change of ownership, franchise-to-franchise & facility inspection database maintenance
- ▶ Infosys BPM team shall execute end-end activities of respective processes and will communicate with internal stakeholders for approvals, review of change in agreements, system update, creation of transaction summaries and other ad-hoc requirements as per the defined SOP of respective processes
- ▶ Infosys BPM team will also verify and maintain accuracy of SOX controls on FCM process; 1) rate or fees 2) revenue & received fees

BENEFITS



- ▶ Facilitating the development of new restaurants with necessary contracts, identifying franchisees and handling objections, drafting other agreements (TRA/MTRA/ADR/STS) as per NDA application
- ▶ Renewal of restaurant contracts by drafting extension or Successor Franchisee Agreements (SFA) along with BKC
- ▶ Preparing buyer/seller packages and associated documents
- ▶ Managing change of ownership with necessary documents/applications
- ▶ Creating facility inspection database, updating workbench, and verifying and maintain as per agreed parameters
- ▶ Franchise contract management and administration



Facilitation in Development of New Restaurants



Renewal & Change of Ownership Contracts Management



Franchise Contract Management and Administration

For more information, contact infosysbpm@infosys.com

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