



Chain restaurant business process



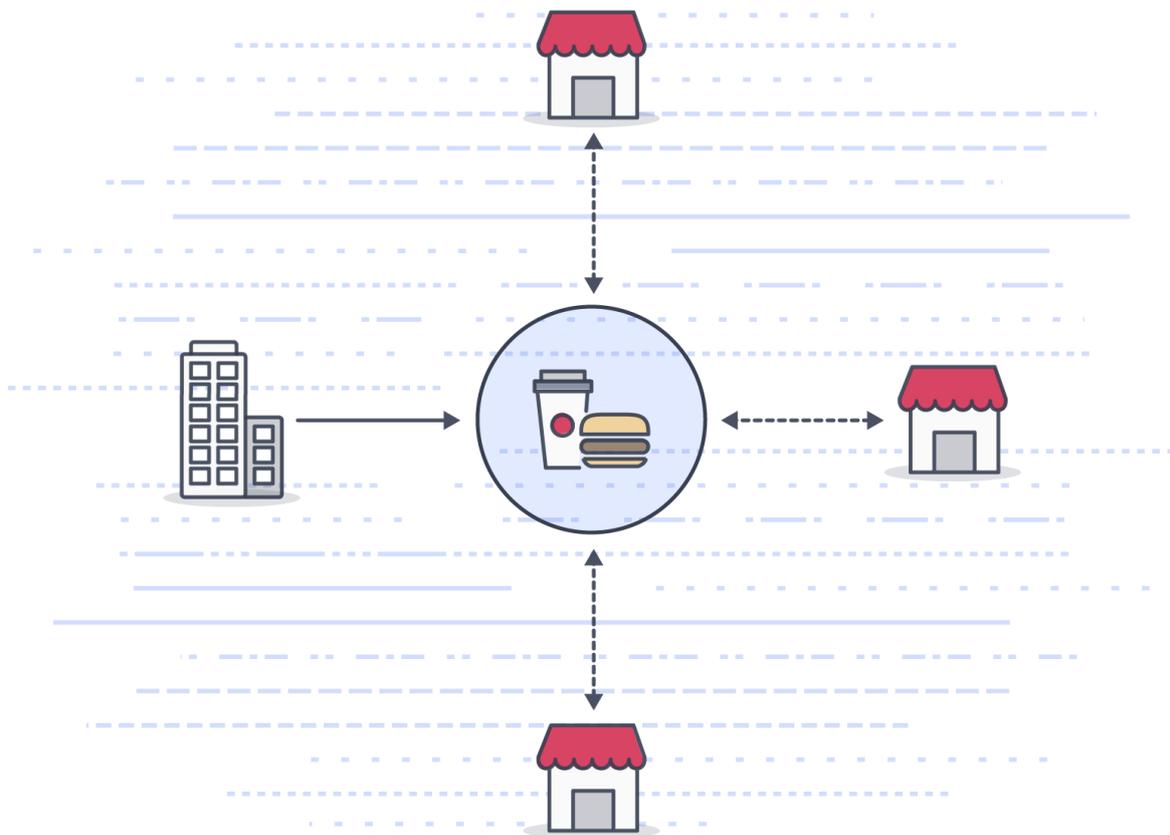
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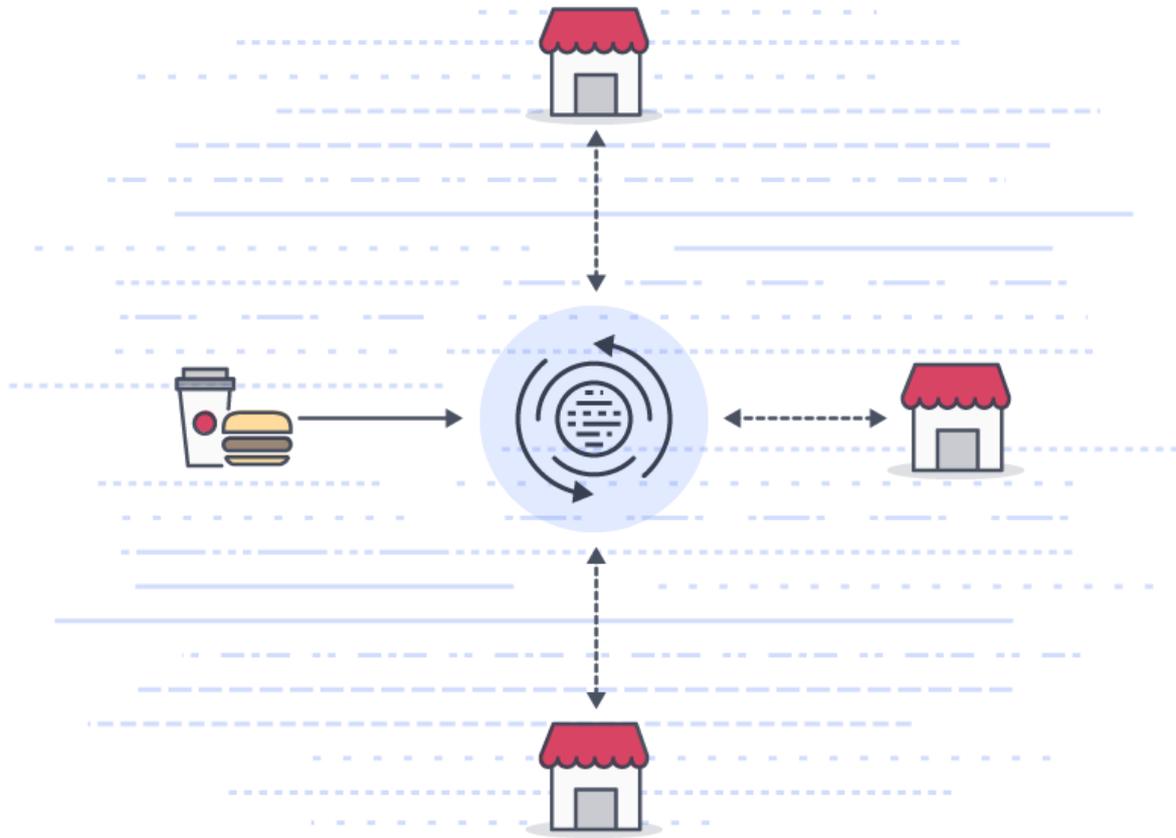
Chain restaurant customer

Our use-case customer is one of top restaurant chains with more than 10 000 restaurants in 50 countries across the world. They are built to a standard format through their business methods and practices but for example, their menus, food and recipes slightly differ from country to country. Why? They need to adapt their recipes to get closer to the local eating habits (amount of spices they use and type of food they prefer). Each restaurant in the country needs to have identical menu (etc. food, drink) and they need to be connected to the main system. When they add a new recipe, create a new menu, add a new item on the menu (etc. new type of hamburger) - that information needs to be synchronized with all the systems in all the restaurants in that country only. Every cashier needs to be updated and all the systems and restaurants synchronized. Basic restaurant systems are financial systems for pricing and money handling, marketing and public systems (like web, Facebook etc.)



Start of digitalization

Customer implements an integration engine, in their case, BizTalk server. All their previous manual processes like sending memorandums, E-mails and copying financial data to a CD just to be able to transfer the classified data to the central hub (such a drag for all the payroll officers!) is substituted, automated and integrated with BizTalk server integration system.



Customer goals

Restaurant chain is investing resources to automate, centralize and digitize all their business processes. Their goals are:

- to have sustainable and smooth processes
- to have automated and orchestrated processes
- to have a quick and agile response to a market
- to have all the system integrated and data collected
- to have the ability of deep understanding of their processes based on various data
- to learn about their customers

Customer objective

Customer's primary objective is to have a quick and agile response to market demands. Based on the local food habits they have created their own food culture. With that in place, they will need a platform which makes the implementation of their "food to market" strategy easier. Creating new menus, introducing new type of food, or changing existing menus were quite long and extensive processes from the logistical and technical point of view. Customer needs a platform where they can easily create any kind of item, have a workflow, easily customized, intuitive and simple to use.

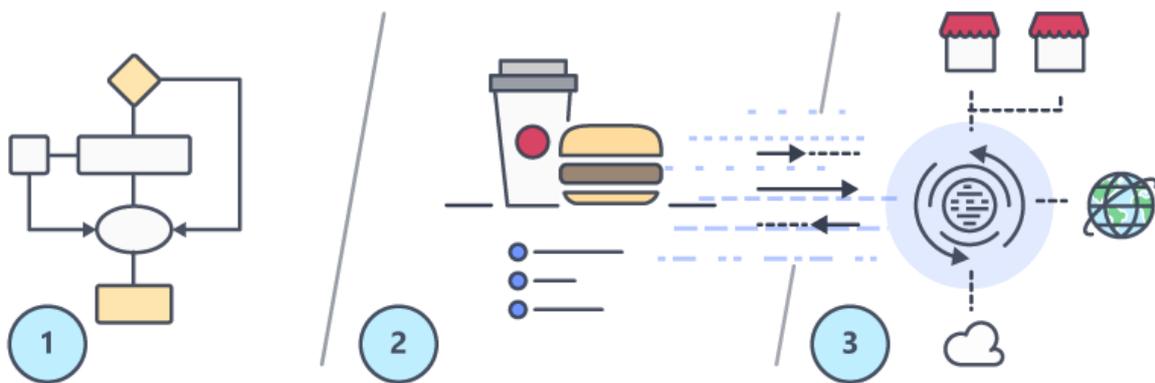
Where we came in?

We were recognized by our customer for our extensive experience and innovation and as their digital partner we lead their integration for all the restaurants and all other systems. M-files platform was the right solution for them considering their objectives. It was used for business processes of their central business environment.

What have we done with customer?

Let us demonstrate the work we've done. As mentioned before, one of the processes is creating a new menu. Once created, the Menu is sent to all restaurants and their systems (all restaurants need to update their web page and send the Menu to their financial department).

Business process explained



1. Creating a Menu

Creating a Menu is a workflow that consists of several steps, actions and assignments. Workflow coordination is quite challenging, that is why multiple teams and departments work together in this stage. Steps are managed and coordinated through M-Files workflow engine. Teams are collaborating on several items, documents and procedures and are involved in a quick approval process with clearly defined actions and responsibilities.

2. The Menu

The result of creating a menu process are Menus comprised of Items. Here, Items represent different types of food and other stuff like toys, prizes or cinema tickets. Plus, Items contain different ingredients. That is why a Menu can be a collection of few items with each of them having its own rule. For example, must consist of one main meal, side dish and a drink.

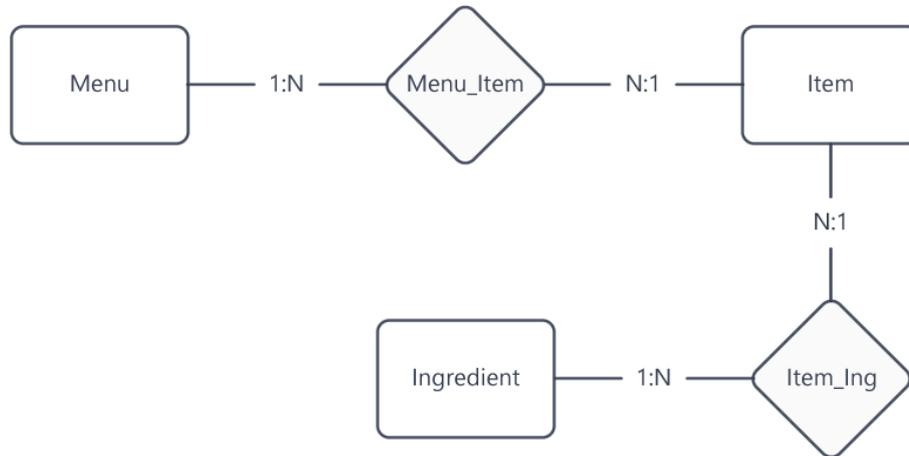
3. Integration of all the Menus

Menus are then integrated with all the restaurants during non-working hours and their prices and web are updated with new Menus and all the details.

There are other processes and workflow automated through M-Files platform, like creating a new Item, new type of food etc.

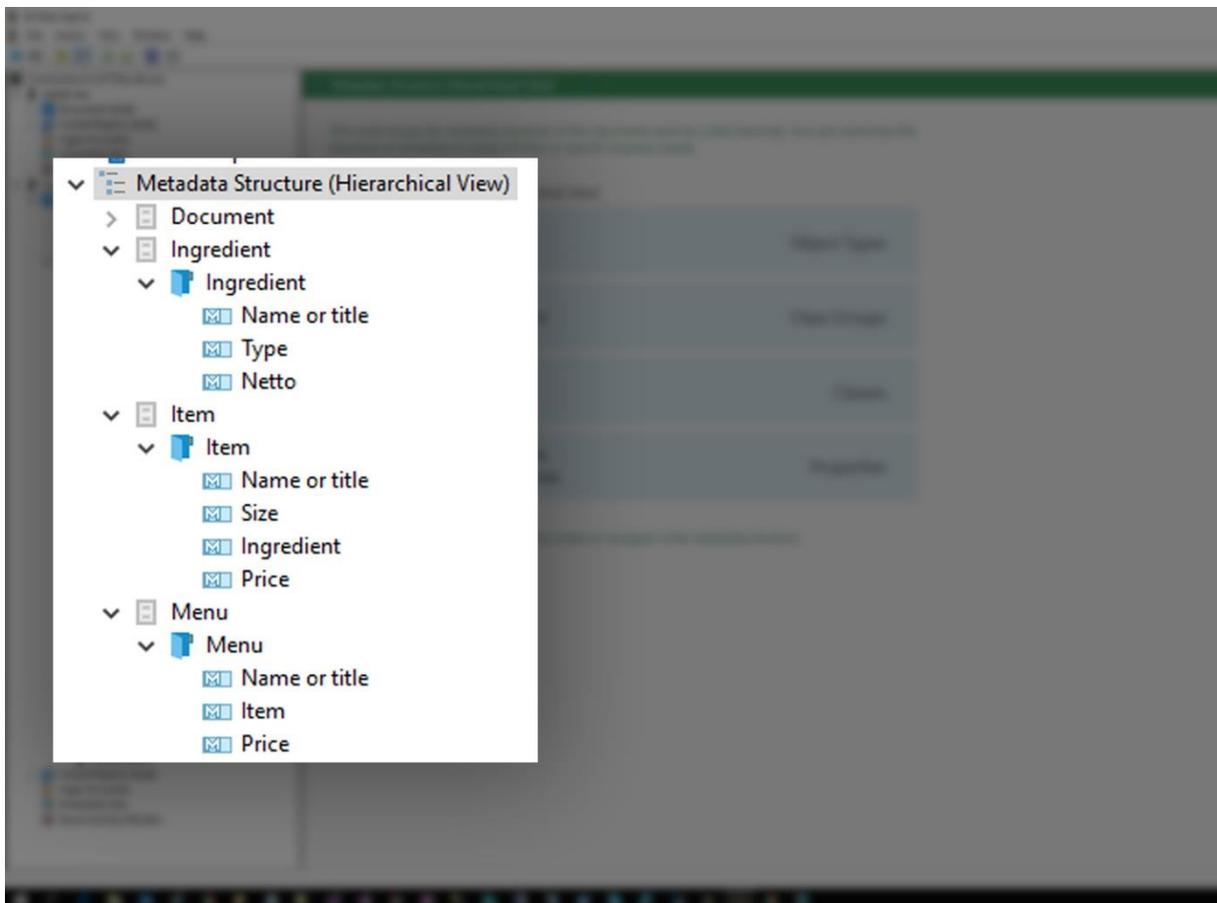
How it is actually done

Basic ER diagram is shown on the picture below. We will create that same model in M-Files.



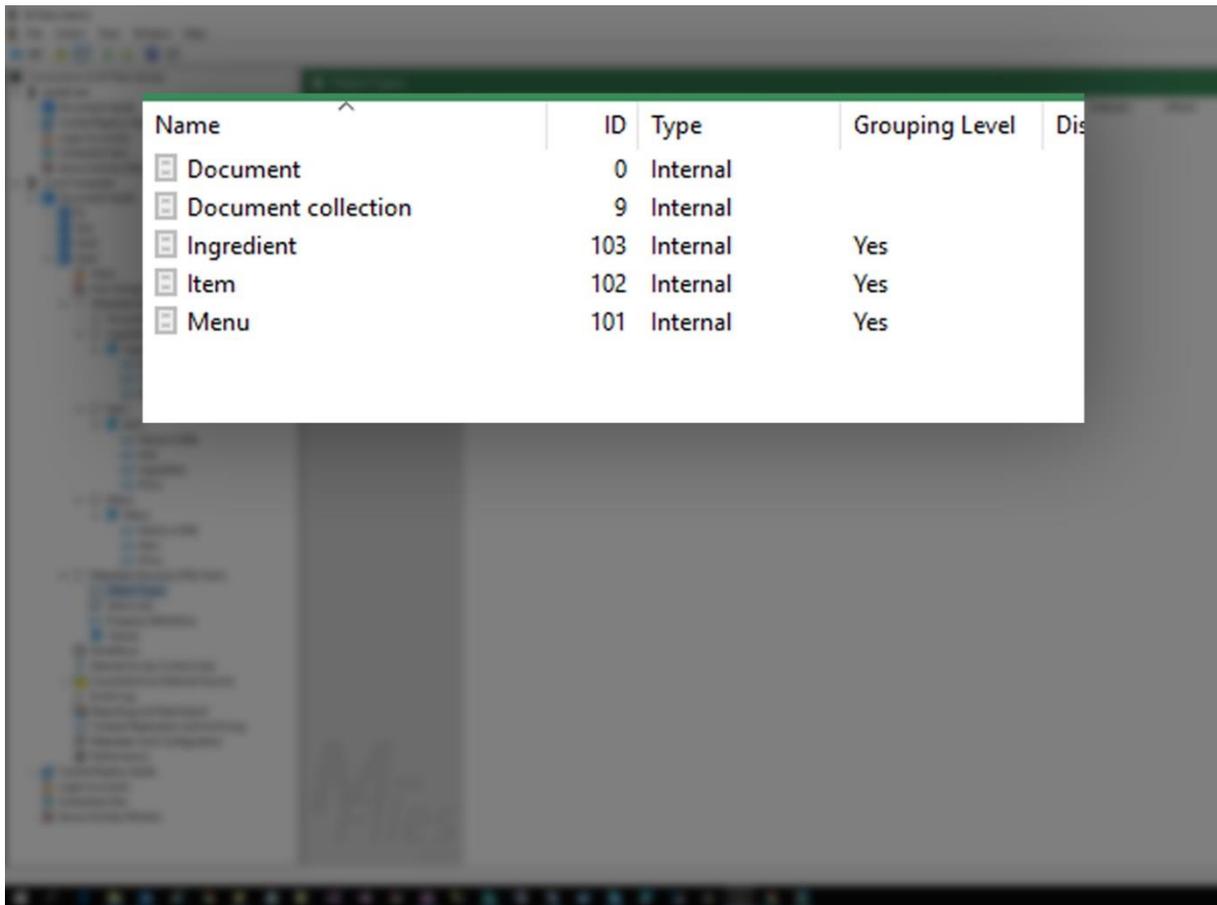
M-Files Admin

M-Files model structure has to be created in M-Files Admin console. Entities are objects in M-Files. Three objects are created using M-Files Admin console. Metadata Structure consist of Menu, Item and Ingredient. A Menu can have more Items and Item can have more Ingredients.



Here is how this looks like in M-Files admin console. Newly created objects and Menu have a connection with Items and Item has connection with Ingredients.

Three new object types are created in an object view.



The screenshot shows a table with the following data:

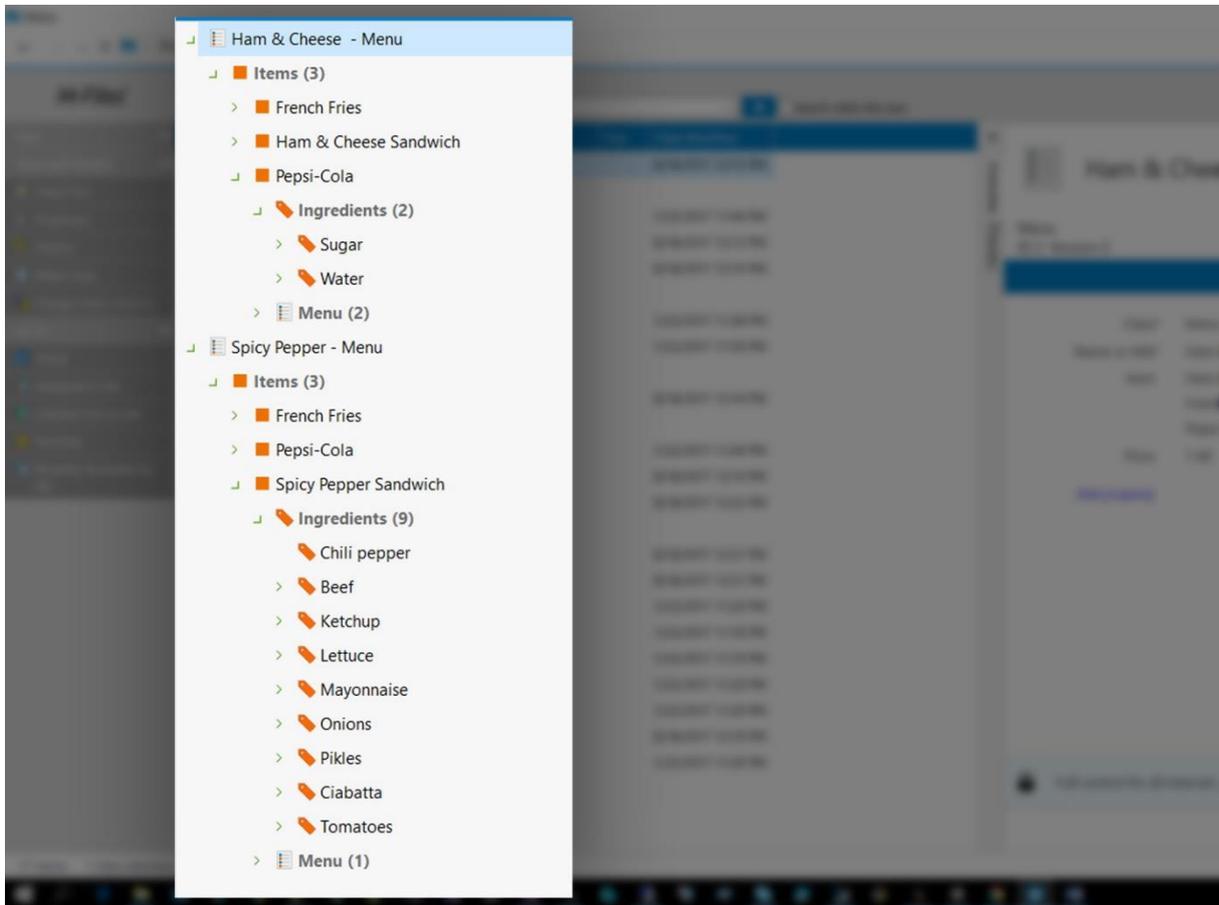
Name	ID	Type	Grouping Level	Dis
Document	0	Internal		
Document collection	9	Internal		
Ingredient	103	Internal	Yes	
Item	102	Internal	Yes	
Menu	101	Internal	Yes	

M-Files Console

M-Files console is for user interaction and utilization. When objects are defined and created in M-Files Admin console, customer can use them in M-Files Console. In M-Files Console customer can create any one of these objects in a model. For this use-case, we have created two menus:

- **Bacon & Cheese - Menu**
 - Bacon & Cheese Sandwich
 - Pepsi-Cola
 - French Fries
- **Spicy Pepper - Menu**
 - Spicy Pepper Sandwich
 - Pepsi-Cola
 - French Fries

How this looks like in M-Files console you can see in the picture below:

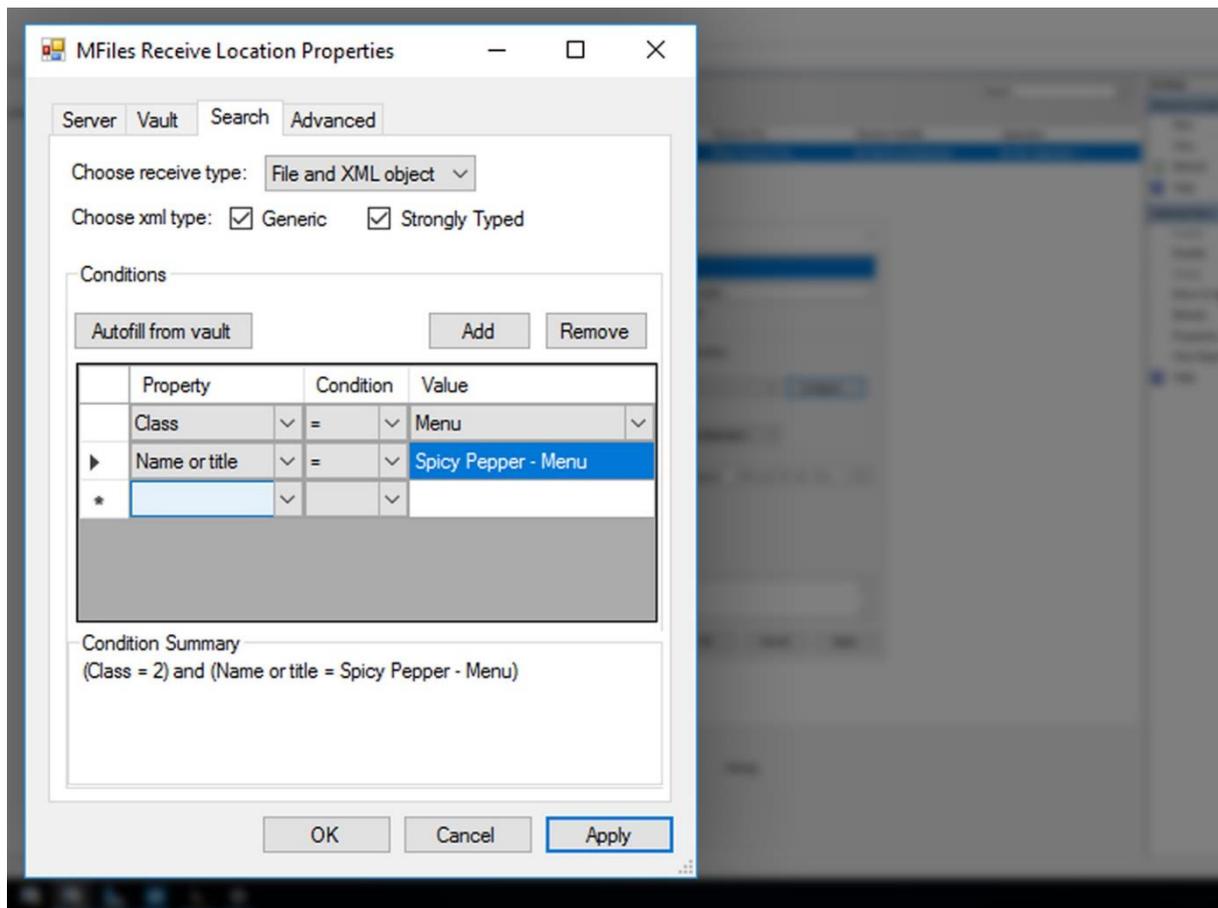


BizTalk M-Files Adapter

BizTalk with M-Files adapter can connect to M-Files and will get a representation of these objects (Menus) in two forms:

- Generic XML
- Named XML

Here is an example of a configuration in BizTalk M-Files adapter:



Generic XML Example

```
<?xml version="1.0"?>
<Object xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema" Id="1">
  <ObjectType Id="101" Type="0">Menu</ObjectType>
  <ObjectClass Id="2" Type="0">Menu</ObjectClass>
  <ObjectProperties>
    <Property>
      <Name Id="0" Type="0">Name or title</Name>
      <Value>Spicy Pepper - Menu</Value>
    </Property>
    <Property>
      <Name Id="21" Type="0">Last modified</Name>
      <Value>8/18/2017 10:16 AM</Value>
    </Property>
    <Property>
      <Name Id="22" Type="0">Single file</Name>
      <Value>No</Value>
    </Property>
    <Property>
      <Name Id="23" Type="0">Last modified by</Name>
      <Value>test</Value>
      <ValueListItemId>1</ValueListItemId>
    </Property>
    <Property>
      <Name Id="24" Type="0">Status changed</Name>
      <Value>8/18/2017 10:16 AM</Value>
    </Property>
    <Property>
      <Name Id="30" Type="0">Size on server (this version)</Name>
```

```

    <Value>0</Value>
  </Property>
  <Property>
    <Name Id="100" Type="0">Class</Name>
    <Value>Menu</Value>
    <ValueListItemId>2</ValueListItemId>
  </Property>
  <Property>
    <Name Id="101" Type="0">Class groups</Name>
    <Value />
  </Property>
  <Property>
    <Name Id="1022" Type="0">Item</Name>
    <Value>Spicy Pepper Sandwich; Pepsi-Cola; French Fries</Value>
  </Property>
  <Property>
    <Name Id="1023" Type="0">Price</Name>
    <Value>7.59</Value>
  </Property>
  <Property>
    <Name Id="20" Type="0">Created</Name>
    <Value>1/22/2017 10:15 PM</Value>
  </Property>
  <Property>
    <Name Id="25" Type="0">Created by</Name>
    <Value>test</Value>
    <ValueListItemId>1</ValueListItemId>
  </Property>
  <Property>
    <Name Id="31" Type="0">Size on server (all versions)</Name>
    <Value>0</Value>
  </Property>
  <Property>
    <Name Id="32" Type="0">Marked for archiving</Name>
    <Value>No</Value>
  </Property>
  <Property>
    <Name Id="81" Type="0">Accessed by me</Name>
    <Value>8/18/2017 10:41 AM</Value>
  </Property>
  <Property>
    <Name Id="89" Type="0">Object changed</Name>
    <Value>8/18/2017 10:16 AM</Value>
  </Property>
</ObjectProperties>
</Object>

```

Named XML Example

```
<?xml version="1.0" encoding="utf-8"?>
<Menu>
  <Name_or_title>Spicy Pepper - Menu</Name_or_title>
  <Last_modified>8/18/2017 10:16 AM</Last_modified>
  <Single_file>No</Single_file>
  <Last_modified_by>test</Last_modified_by>
  <Status_changed>8/18/2017 10:16 AM</Status_changed>
<Size_on_server__x0028_this_version_>0</Size_on_server_
r__x0028_this_version_>
  <Class>Menu</Class>
  <Class_groups></Class_groups>
  <Item>Spicy Pepper Sandwich; Pepsi-Cola; French Fries</Item>
  <Price>7.59</Price>
  <Created>1/22/2017 10:15 PM</Created>
  <Created_by>test</Created_by>
<Size_on_server__x0028_all_versions_>0</Size_on_server_
r__x0028_all_versions_>
  <Marked_for_archiving>No</Marked_for_archiving>
  <Accessed_by_me>8/18/2017 10:41 AM</Accessed_by_me>
  <Object_changed>8/18/2017 10:16 AM</Object_changed>
</Menu>
```



Contact Us

Feel free to contact us, we believe that together we can transform and improve your business.

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