



## Timely Analytics and Reporting Make Dough for Papa John's

**Business Challenge** For quick service restaurant chain Papa John's International, speed to customer and overall customer satisfaction are imperative to success. Papa John's consistent top ratings in product quality and customer satisfaction are key factors in their growing to 3,000 locations. Their legacy system, however, was not positioned to handle this growth. Papa John's needed the ability to process voluminous data to analyze store results quickly, with maximum flexibility and ease of use.

**Solution** Analysis Team designed and deployed an Oracle Essbase solution to deliver up-to-date analytics and reporting to Papa John's headquarters management, district managers and store operators reliably on a daily basis. The solution delivers a wide range of daily performance indicators for each store every morning, processed in a very short window to be available before the first East Coast store opens, including:

- Sales metrics such as sales dollars, orders, average ticket, and carryout percent.
- Cost metrics such as food costs, labor hours and costs, and delivery mileage costs.
- Customer satisfaction and service quality indicators such as average "out the door" time, deliveries per run, and customer complaints.

**Benefits** For Papa John's, the fully automated Essbase solution deployed by Analysis Team has:

- Reduced the time to deliver all data on prior day's operations from several hours to 15 minutes.
- Generated tangible business results, such as a 10% reduction in "out the door" time, and a significant improvement in order completeness.
- Provided complete flexibility in reporting and analysis, with a user-friendly interface. This enabled a variety of users, from individual franchisees to corporate management, across several functional areas, to gain access to key performance metrics and easily customize reports to most effectively manage their business.
- Enabled increased data volume and metrics with no system performance degradation.
- Given Papa John's in-house IT staff full maintenance and enhancement capabilities, as Analysis Team provided comprehensive knowledge transfer and training.