

# CUSTOMER SOLUTION CASE STUDY



## Summary



**Customer:**  
Nando's

**Country or Region:**  
South Africa – JHB

**Industry:**  
Retail

**Company Profile:**  
Nando's is an international chain of restaurants that first opened its doors to the South African public in the late 80s, offering a menu based on a unique flame-grilled, peri-peri chicken recipe. Since then Nando's has grown with over 230 restaurants in South Africa and has spread internationally with presences on five continents and over 30 countries, including the United Kingdom, Australia, Canada, the USA and many more.

**Business Situation:**  
As a large multinational business Nando's requires powerful reporting and analyses tools to drive effective business intelligence. The company must be able to monitor its operations with the most up-to-date data available and also be able to drill down into data pertaining to specific restaurants within the group, or view information that pertains to specific stock items, for example. In the competitive restaurant industry Nando's holds a leading position. An adaptable intelligence solution is vital for the company to maintain its position of strength and accommodate the rapid growth of the business going forward.

### Technologies used:

Microsoft SharePoint Portal Server  
Microsoft SQL Server 2005  
Microsoft BI Suite  
DSPanel  
ProClarity

## *Nando's Spreads its Wings with BI Solution from 3fifteen*

### Client Background

Nando's is one of the biggest brands to emerge from the South African market. Now an international enterprise, Nando's began as a chain of restaurants serving a unique, flame-grilled chicken recipe in South Africa. As the company has grown and spread its wings, its requirement for world-class business intelligence has escalated. Whereas before the company had relied on generic reporting offered as a feature of an existing investment, it now requires dedicated, integrated and dynamic intelligence tools that enable effective real-time reporting.

### Making Data Matter

Clinton Tamine is Management Information Systems (MIS) manager for Nando's and explains that the company needed to achieve business intelligence in the true sense of the term.

He says that Nando's was making use of managed reports before, but there was no real intelligence built into these.

The old reports provided Nando's with comparative information for performance from previous fiscal periods and indicated things like daily and monthly sales. This, in turn, provided high-level indications of performance, but lacked the dynamic intelligence required for truly proactive management and effective real-time reporting.

The software used by Nando's for this reporting was acquired through a previous purchase of a solution that is used by the company in preparing budgets. While this was a competent solution for general MIS reporting, Nando's required a dedicated and focused Business Intelligence solution.

### Tailored Intelligence

3fifteen provided a customised BI environment for Nando's, based on the Microsoft platform. This included the use of Microsoft SharePoint Portal Server, Microsoft SQL Server and other Microsoft BI tools.

Tamine affirms that Nando's has established a strategy that includes moving over to Microsoft-based solutions because of the high amount of interoperability between the vendor's products provided off the shelf. This cuts down on the costs usually associated with integrating applications for managing data.

Using Microsoft SQL as a database platform, the SharePoint Portal product was configured by 3fifteen to provide Nando's with a flexible enterprise portal for handling and exposing business intelligence information. SharePoint Portal also offers flexible score-carding, allowing for powerful business performance management.

DSPanel and ProClarity are used in the Nando's deployment for overall figures and summarised dash-boarding. These two tools were configured by 3fifteen to allow for drilling down to restaurant-specific data.

The solution was deployed in phases which were initiated, as per 3fifteen methodology, with a requirements definition. This process is ongoing as the system is continuously refined. The planning phase included mapping out required data schemas and differentiating between data requirements for separate divisions within the company. These include sales, marketing, finances, hygiene, operations, compliments and complaints, human resources, procurement and others. Nando's unique intelligence requirements were also analysed and a blueprint was developed for the solution that would meet the specific needs.

"3fifteen has provided Nando's with an adaptable and powerful BI solution according to our strategy to standardise on Microsoft solutions, which provide a high level of interoperability, off the shelf."

**Clinton Tamine**  
Management Information Systems (MIS)  
Manager, Nando's

All development took place at 3fifteen and was rolled out onto infrastructure owned by Nando's and hosted by Internet Solutions (IS). Work is underway at time of writing to automate scheduled data take-on and work on internal acceptance of the solution.

Tamine emphasises that managing expectations and driving internal acceptance is a vital part of deploying an effective business intelligence solution, which should not only be seen as a technology acquisition, but needs to be strongly aligned to business. It must deal with both people and process, along with the obvious element of technology.

## Effective Intelligence

By implementing a tailored business intelligence solution that hinges on the powerful integration offered by Microsoft's business tools, along with dedicated development carried out by 3fifteen, Tamine says that Nando's has gained an effective intelligence environment that enables real-time reporting via a flexible dashboard.

Data is available at various levels of business, providing valuable performance-indicating information holistically, or for a specific Nando's store – and virtually anywhere in-between.

Thanks to this deployment, the company's reflexive management abilities have been boosted. Effective business intelligence provides Nando's with vital business agility.

The power of the system's reporting is partly due to the way in which it captures varieties of data from virtually every part of the enterprise, as developed by 3fifteen. The system makes sure that the right information is delivered to the right person at the right time – and in the right form.

The processes that drive this data collection are constantly being revised and tailored as the system is used by Nando's, allowing for refinement based on practical experience.

The net result of this is a powerful BI environment that not only provides Nando's with vital intelligence, but which also grows and changes with the business.