



**RESTAURANT  
MANAGEMENT SOFTWARE**

SUCCESS STORY

FRANCESCA'S



# Casual Dining with an Authentic Feel Francesca's Restaurants Success Story

Since 1992, the family of Francesca's Restaurants has grown from a single location on North Clark Street to 21 locations throughout Chicagoland, one in Madison, WI; one in Raleigh, NC; one in Scottsdale, AZ; and soon, one in Del Mar, CA. With a focus on exceptional service and quality ingredients, Francesca's consistently changes the menu to offer the freshest, seasonal, rustic Italian dishes. Touted as casual dining in a sophisticated, Trattoria ambiance, each individual Francesca's restaurant has become ingrained in its community, and tailors both its menu and special events to match the tastes and energy of its guests.

## Business Challenges

Francesca's started organically with the proprietor, Scott Harris, opening his first location. That initial success sent them on a rapid growth trajectory until they felt that they had hit a critical mass in operations about 5 years ago. They had reached a point where they could no longer continue to manage each restaurant at a store level, and made the decision to focus on above-store management to increase their efficiencies and decrease costs.

**“If it took a GM 2.5 hours to do their payroll, they now do it in 45 minutes using the Advanced Labor Scheduling module. Not only does the system digitize the process, it allows us to monitor labor in real-time. We have seen an immense amount of savings to our bottom line.”**

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IT Director

“We were using the reporting tool that was sold to us along with our POS system, and found that we were having trouble getting it to work over multiple locations, especially because we have such a huge item database to track,” says Jordon Jacobson, IT Director at Francesca's Restaurants. “My goal was to get down to a single pane of glass for the owners, the partners, and the staff, so that we could make quick, informed decisions about the metrics that affect our bottom line. RADAR's dashboard does just that.”

## COMPANY OVERVIEW

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## BUSINESS SITUATION

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## KEY RESULTS

After looking at several business intelligence solutions, Francesca's felt that RADAR was the best match for their business needs including: Inventory, Accounts Payable and Labor Scheduling.

## The Solution

After looking at several business intelligence solutions, Francesca's felt that RADAR was the best match for their business needs. They are currently using the Inventory, Accounts Payable, General Ledger Sales, Labor Scheduling, and Intraday Polling, modules – as well as the Ctuit Schedules app – and are very pleased to have a system that connects the dots between their POS system, accounting package, and employees in a way that makes everyone's job a lot easier.

## The Results

By automating all their processes, Francesca's has been able to reduce the amount of time they spent doing paperwork by 50%. "If it took a GM 2.5 hours to do their payroll, they now do it in 45 minutes using the Advanced Labor Scheduling module," states Jacobson. "Not only does the system digitize the process, it allows us to monitor labor in real-time. We have seen an immense amount of savings to our bottom line."

Jacobson was also surprised that the mobile app was so easy to download and install. "My test of the software was to have my 6-year-old son, Henry, log himself into the app and accept a shift that was traded on his own. If a 6-year-old can do it, anyone can."

"The reason I appreciate my partnership with Ctuit the most is because when I call for help, someone answers the phone," adds Jacobson. "It may sound simple, but I never get in a call queue or get sent to voicemail, I get to speak to a seasoned restaurant veteran who understands my business."

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