

15% Improvement in Store Performance in Less Than 3 Months



THE COMPANY

Papa John's International Inc. is the world's third-largest pizza delivery company and has been rated No. 1 for 13 of the past 15 years in customer satisfaction among all national pizza chains in the American Customer Satisfaction Index (ACSI).

INDUSTRY

Pizza Delivery

STORES / EMPLOYEES

22 Stores / 500+ Employees

REGION

Florida

THE CHALLENGE

No way to track performance and assigned tasks

For a company whose motto is "better ingredients, better pizza," Papa John's challenge is delivering on the high standards it sets for itself. Food delivery can be a tough business, and maintaining oversight is crucial to a brand's success. At Papa John's Pizza, accountability is one of the company's core values.

In order to uncover operational inefficiencies and improve upon its strengths, JNE Inc., a Papa John's franchisee, needed greater fact-based insights. The company identified four key challenges that needed to be addressed: responding quickly to issues uncovered in restaurants; tracking operational performance over time; making current processes less manually driven; and knowing who completed reports and when.

Were stores improving or falling short in their ability to execute operations? Could there be an easier way to highlight issues at the restaurant while consolidating documentation? Papa John's was ready to dig in.



THE SOLUTION

A mobile solution with flexibility in the field

As a business that knows how to move quickly, Papa John's rolled out Zenput to district managers in one week without any training needed. The standard store walk-through was converted from a lengthy paper process to a streamlined digital version. Previously, managers had to manually calculate their store averages and input them into Excel. Now, the information is entered directly into Zenput's platform for automatic calculation and analysis.

Papa John's was able to create custom reports for individuals, teams and stores. Managers eagerly uploaded photos to highlight areas needing more attention and also where operations were meeting expectations. Zenput's GPS location data and mapping made it clear where managers were submitting forms, while the timestamp feature recorded when.

The days of multiple screens and extra desktop applications were over. Real-time data was organized into Zenput's interactive graphs and reports. From a central dashboard, Papa John's could pin-point key submissions and use advanced search functions to filter data by role, responsibility, location or region.

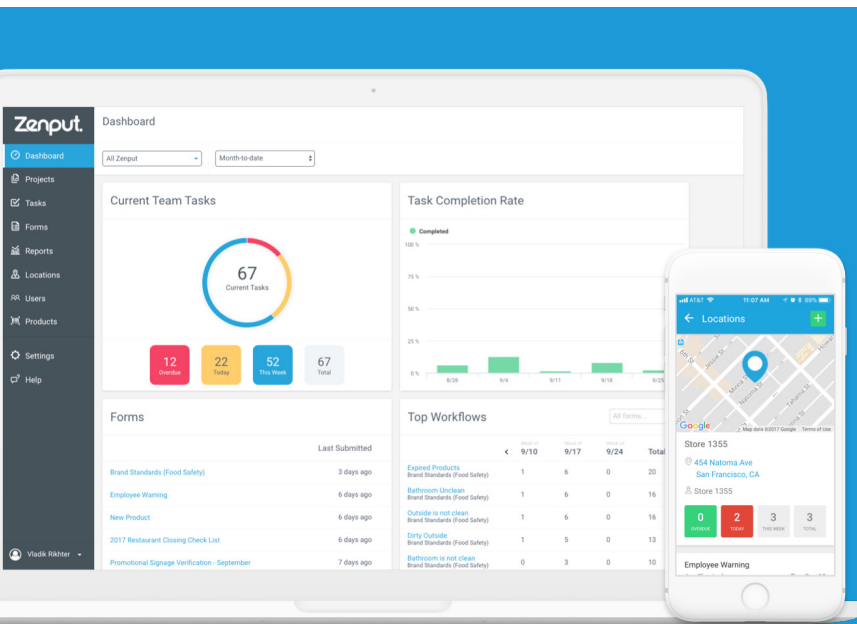


THE RESULTS

Closing the loop & improving restaurant performance

With Zenput’s mobile focus and flexibility, operational tasks that were once considered tedious are now easy to complete. It used to take Papa John’s managers four to six hours to sort reports, calculate averages and chase down paperwork. Now, they receive real-time information and have the choice of responding in real-time.

“Zenput is simple to use and the data is easily analyzed in real-time. As a team, we use Zenput to quickly identify areas of concern and work towards a solution,” said Bruce Ogle, VP of Operations at JNE Inc. “This application frees our managers from the burden of manual processes, so they can spend more time observing, listening and improving their store. With Zenput, we are gaining actionable insights about our business that we never had before.”



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BRUCE OGLE, VP OF OPERATIONS



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Zenput is how top operators elevate team execution in every store. Restaurant, retail, and other multi-unit operators use the platform to automate how operating procedures and key initiatives are rolled-out and enforced. Supporting 40,000 locations in over 35 countries, Zenput makes every field and store employee more productive and better equipped to do their jobs well.