

# targeted solutions for the leading restaurants



## A Proven Approach to Restaurant Performance

### Overview

JCB Partners Restaurant Practice Group combines best practices in business intelligence, data warehousing and performance management. JCB Partners improves performance by helping companies better understand the data that drives their business.

### Business Situation

For restaurant organizations, being flush with data has yet to yield the promising results of better, faster decisions. Legacy systems and processes were designed to support transactional and operational functions. Finance groups are over worked and spend 80% of the time gathering and manipulating data and only 20% analyzing it. IT groups are strapped supporting operational systems. These truths are at odds with Executive Management's expectation of introducing initiatives around Dashboards and Scorecards to assist them in managing the business.

### Solution

JCB's Retail Pathways is a pre-packaged reporting and analytics solution to help restaurant companies implement a process and technical framework around their entire operation. From Flash reporting, scorecards/dashboard to budgeting and forecasting - we develop technology solutions that speak your language.

### Getting Started

Our proven approach is to deliver value in 60 to 90 day increments. We are experienced delivering performance management solutions within restaurant company budget constraints and personnel profiles. Have JCB Partners work with your team to develop a roadmap to deeper insight and enhanced profitability.

## For More Information

For more information about JCB Partners and our Performance Management Solutions, contact us at

[request.info@jcbpartners.com](mailto:request.info@jcbpartners.com)

[www.jcbpartners.com](http://www.jcbpartners.com)



## Restaurant Analytics

47% of surveyed retailers indicated that improved Business Intelligence capabilities are the topmost priority.

Source: Aberdeen Group, 2008

"We wanted a partner that had expertise, not only with the technical solution, but also within our specific industry, the hospitality and multi-unit restaurant operator space."

Stephen Pruden, Director of Information Technology Strategy and Integration,  
The Steak n Shake Company

## business driven technology solutions



### ANALYTICAL PATHWAYS: DEFINED BY BUSINESS, DRIVEN BY TECHNOLOGY

The heart of our work with leading restaurant concepts lies in leveraging data to drive hard dollars to the bottom line. Data is one of your most strategic assets; whether it comes from sales and marketing analytics or supply chain and labor data. JCB Partners' approach is to take proven metrics and industry specific analytics, Analytical Pathways™, and to adapt them to the specifics of your company.

These pathways define how your organization "thinks" and provide the guideline for organizing your data, reporting and analytic capabilities.



### ANALYTICAL PATHWAYS

Analytical Pathways™ is a process developed by JCB to review how your organization analyzes key subject areas. It is a critical component to creating requirements that will really drive change. We decompose metrics into leading and lagging indicators and identify and quantify how interconnected they really are. An Analytical Pathway is the *best practice* progression of analysis for a given metric or subject area.

### POLLING SOLUTIONS

Acquiring data from your locations is the first step. Doing it **reliably** and **timely** is a challenge.

Typically polling is done either via in-house ftp processes or through a third party service. Too often both of these methods prove unreliable and in the case of the third party service – extremely costly.

Our flexible polling solution has saved hundreds of thousands in expenses, provides ROI in year one and delivers reliable polling owned and managed by your existing resources.

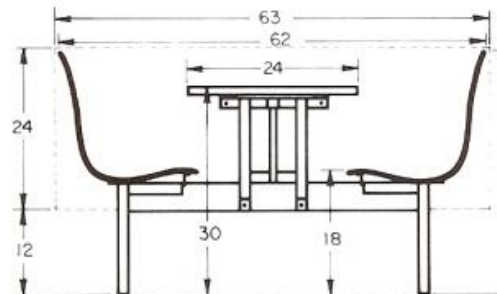
## flexible solutions for your business needs

### RETAIL PATHWAYS

A three time industry solution award winning data mart for all your operational data, Retail Pathways is an Analytical Data Model developed over years of engagements. Our proprietary model transforms operational data into analytical data – designed from the ground up to support the industries best practices in reporting and analysis.

### FLASH REPORTING

The Retail Pathways data model takes the effort out of Flash Reporting. Processes, calculations and normalizations are built into the model enabling analyst to spend more time interpreting data rather than compiling it. Leading companies are progressing from having access to data, to having actionable information. From real time operational BI to predefined drill paths, our Operational BI solutions provide "one version of the truth" with the added power of defined Analytical Pathways™.



### GUIDE TO DEEPER ANALYSIS

Rather than having operations management deluged with reports of every flavor and format; companies are moving to compact, well organized dashboards with the information they need, right at their fingertips. If a metric indicates something needs more attention or analysis, our Analytical Pathways™ approach predefines drill paths to provide the detail & causal reporting and analysis.



### COMPETENCY CENTERS

A governance model can save enormous headaches, wasted time and expense. But there's more to a BICC than governance – actually developing and evolving your competencies. To develop internal capabilities and best practices, people processes and technologies need to be aligned to support how the organization "thinks".

### BUDGETING & PLANNING

Making a measurable difference requires much more than implementing a tool, it requires efficient processes utilizing the right drivers. A budget is more than an exercise in accuracy; it's a materialization of a business plan that directs the fiscal and human resources of your organization. See it as more and achieve more.

### INTEGRATED SERVICES

- POLLING
- SALES & MARGIN ANALYTICS
- REPORTING
- BUDGETING & CONSOLIDATIONS
- SCENARIO MODELING
- SITE SELECTION MODELS
- CUSTOMER ANALYTICS

