



SYSTEM FRANCHISE

FRANCHISE BEST PRACTICE THROUGH OPERATIONAL EXCELLENCE

ABOUT US

OUR SOLUTION


System Franchise has been built by experienced practitioners who understand your points of pain. Our aim is to drive operational efficiency and provide you with a platform and structure to manage your network your way. We operate a cloud based SaaS model catering to a diverse client base ranging from nascent start-ups to mature multinational franchise systems


We have full confidence that our comprehensive system will not only meet but surpass your expectations, as well as those of your franchisees. By leveraging our solution, you will significantly enhance the operational efficiency and performance of your franchise network.


The solution incorporates 4 distinct access points, each specifically tailored to cater to the unique needs of the various network stakeholders.


FOCUS

ACCESS & USAGE

 **Administration:** This vantage point allows administrators (franchisors) to configure the system, manage content, generate usage reports, and facilitate communication within the franchise network. It provides a framework for efficient administrative operations.

 **Field Ops Support:** This feature assists Operations Managers in executing their responsibilities by providing support and fostering interactions within the network. It is especially valuable for remote management and support functions in the current business climate.

 **Franchisee:** This access level is designed exclusively for franchisees and provides essential franchise-related information. It includes self-managed checklists, audits, task management tools, automated contract management, and communication channels. It helps franchisees enhance operational efficiency and optimize their performance.

 **Team Members:** This module gives employees access to relevant information and communication channels within defined limits. It creates an empowering work environment that encourages productivity and efficiency among team members.



shaneb@systemfranchise.com



www.systemfranchise.com



SYSTEM FRANCHISE

FRANCHISE BEST PRACTICE THROUGH OPERATIONAL EXCELLENCE

FEATURES

WHAT WE OFFER

- ✓ **Franchise Document Repository** - centralized resource for essential franchise documentation.
- ✓ **Critical Document Repository** - automated reminders to ensure strict compliance with vital documents with contractual obligations.
- ✓ **Communication Suite** - facilitates efficient and reliable communication
- ✓ **Integrated Helpdesk** - streamlined ticketing system that ensures prompt and effective support
- ✓ **Franchisee Forum** - foster the exchange of ideas and insights within the franchise network
- ✓ **Procurement Tool** - streamlined procurement process of both internal and external suppliers
- ✓ **Franchise Recruitment Manager** - optimise the prospect journey, facilitating seamless franchise recruitment procedures
- ✓ **Workflow Management** - smooth execution and onboarding of new sites and projects
- ✓ **Auditor, Checklists & Reports** - enable both internal and external audits driving network compliance
- ✓ **Task Manager** - automated task management allocation and tracking
- ✓ **Site Minutes & Confidential Notes** - centrally manage interaction and observations with every site visit by field ops support
- ✓ **Learning Management System** - support ongoing personal development and knowledge enhancement.
- ✓ **Survey Tool** - conduct network-wide surveys and data collection
- ✓ **Field Service Support Management** - assist field service managers to deliver support and optimize service levels
- ✓ **Analytics** - thorough tracking, measurement and reporting
- ✓ **API Integration** - customizable solutions through API development



SYSTEM FRANCHISE

FRANCHISE BEST PRACTICE THROUGH OPERATIONAL EXCELLENCE

BENEFITS

BEST PRACTICE IN FRANCHISE MANAGEMENT

Easy Access and Organization

The **Franchise Document Repository** ensures that critical forms, policies, manuals, brand assets, and instructional videos are centralized and easily accessible. Franchisees can securely locate and retrieve essential documentation, saving time and effort.

Compliance and Risk Management

The **Critical Document Repository** includes automated reminders that help franchisees stay on top of important deadlines and contractual obligations. This feature reduces the risk of non-compliance with vital documents like lease agreements, insurance certificates, and franchise agreements.

Efficient Communication

The **Communication Suite** provides a robust infrastructure for communication, enabling traceability and confirmation mechanisms. Franchisees can communicate efficiently and reliably, ensuring effective collaboration and timely responses.

Prompt Support and Assistance

The **Integrated Helpdesk** offers a streamlined ticketing system, making it easy for franchisors to request and receive support services. This feature ensures prompt and effective assistance whenever it is needed, improving overall operational efficiency.

Knowledge Sharing and Collaboration

The **Franchisee Forum** fosters an exchange of insights within the franchise network. Franchisees can participate in informal peer-to-peer discussions, benefiting from the collective wisdom and experience of fellow franchisees.



SYSTEM FRANCHISE

FRANCHISE BEST PRACTICE THROUGH OPERATIONAL EXCELLENCE

BENEFITS CONTINUED

-  **Streamlined Procurement Processes**

The **Procurement Tool** centralizes procurement processes, making it easier to manage both internal and external suppliers. Franchisees can engage with suppliers seamlessly and efficiently, improving procurement activities and reducing administrative burdens.
-  **Optimized Franchise Recruitment**

The **Franchise Recruitment Manager** optimizes the prospect journey and simplifies the franchise recruitment process. It accelerates recruitment procedures, enhances efficiency, and provides comprehensive reporting on all stages of the recruitment process.
-  **Efficient Workflow Management**

The **Workflow Management** feature streamlines onboarding processes for new sites and projects. It provides a structured framework for overseeing and monitoring key initiatives and new franchise setups, ensuring smooth execution and timely completion.
-  **Compliance and Quality Assurance**

The **Auditor, Checklists & Reports** tools enable comprehensive internal and external audits, covering critical aspects such as Health & Safety and Business Reviews. This functionality ensures compliance and supports rigorous quality assurance processes.
-  **Automated Task Management**

The **Task Manager** automates task allocation, tracking, and completion for various levels within the organization. It streamlines operations and enhances productivity by ensuring efficient management of internal, support office, and system-based tasks.
-  **Enhanced Franchisee Management**

The **Site Minutes & Confidential Notes** feature provides a central hub for managing interactions and observations with every franchisee. It allows for seamless task creation and performance management, enhancing visibility and operational control.



SYSTEM FRANCHISE

FRANCHISE BEST PRACTICE THROUGH OPERATIONAL EXCELLENCE

BENEFITS CONTINUED

Ongoing Professional Development

The **Learning Management System** supports team members by offering comprehensive content management and automated learning solutions. It empowers ongoing professional development and knowledge enhancement, contributing to employee growth and retention.

Data-Driven Decision Making

The **Survey Tool** efficiently conducts network-wide surveys and provides prompt data collection and comprehensive reporting. This feature generates valuable insights, enabling evidence-based decision-making for strategic planning and improvements.

Improved Field Service Support

The **Field Service Support Management** feature expands the span of control for field service managers, empowering them to deliver seamless support. It optimizes service levels and enhances customer satisfaction through improved operational efficiency.

Insights and Continuous Improvement

The **Comprehensive Analytics** functionality tracks, measures, and reports on system activities. It provides valuable insights for data-driven decision-making and supports continuous improvement initiatives. It also manages Field Ops Support network engagement and related deliverables.

Tailored Solutions and Integration Flexibility

The **API Integration** feature offers tailored and customizable solutions to meet unique client requirements. It allows for API development specific to each client.