QOOT



Tenzo

How Qoot saved 15% in labour costs using Tenzo.

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Who are Qoot?

Qoot was founded in Saudi Arabia by two entrepreneurs who wanted to invest in the best Food & Beverage companies. Since their inception, Qoot has grown its portfolio to 17 brands across Europe and the Middle East.

Their mission is to invest in disruptor, brands as well as entrepreneurs in the hospitality space. In the UK, these brands include The Lebanese Bakery, By Chloe and the Gentlemen Baristas.

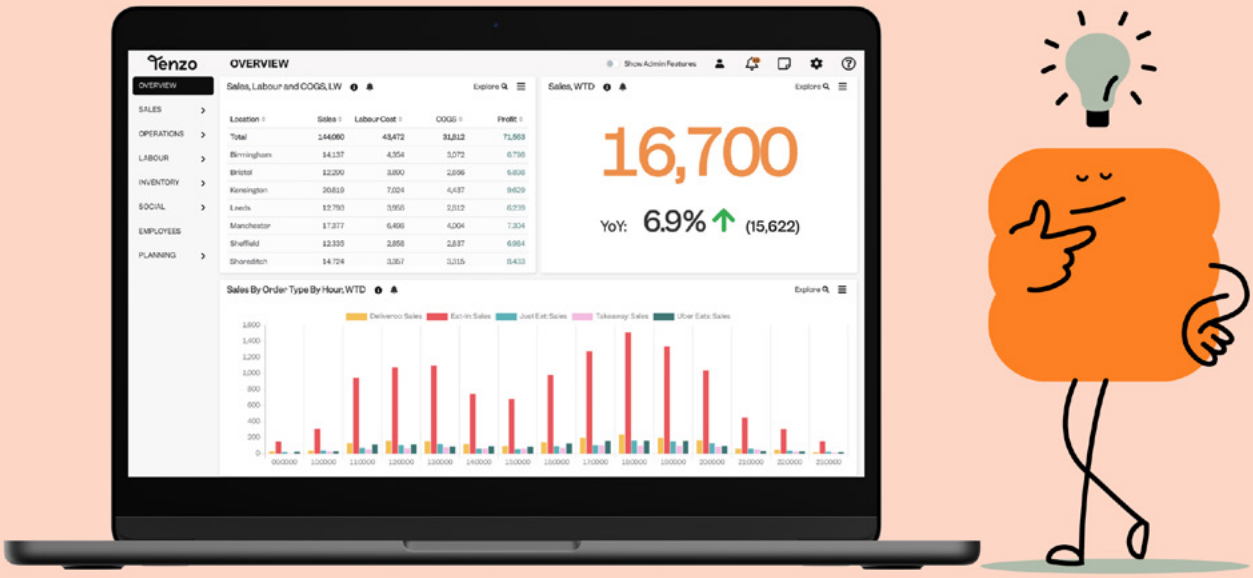
Qoot has teams for each of their individual brands, but a central team oversees the whole operation and are the ones to decide on all things technology so that the portfolio runs seamlessly.

Lots of data but no visibility

Before being introduced to Tenzo, Qoot was struggling to get the most out of all of their systems. Their general managers were not engaging with data because it was too much of a hassle to go into each system and find the information they needed.

They had no way of consolidating all of the data streams coming through, so could not easily analyse their own businesses. Qoot originally tried to find one system that would take care of everything from EPOS, to inventory, payroll and more, but couldn't find anything suitable.

What they wanted was to be able to consolidate information into one platform, so a General Manager could see their sales mix, revenue, week on week analysis, labour cost, and social scores all in one place with one single login and one single password.





Reporting for the whole team

After introducing Tenzo, Qoot's General Managers immediately gained more visibility over their day-to-day operations. A GM can take a glance at the app and see that their daily labour cost as a percentage of sales is high and make changes accordingly, they don't need to log on to separate systems to find out those kinds of details, it's broadcasted to them every morning, so they know exactly where they stand and can actively work on improvements based on tangible data.

> "During our monthly business reviews with each store GM we seem to be talking less about what we have done and using the data that is easily available to see where potential opportunities can make us better in the future.
>
> **Scot Turner**
> VP of Operations

Tenzo and Qoot: a well oiled machine

Qoot's central team beyond scheduling from their labour planner, also wanted a way to see trends in labour costs for each separate business and for Qoot as a whole. That type of deep data analysis is what you need an analytics platform for. Tenzo was able to offer Qoot the trend analysis they needed in simple graphs and charts so the team could investigate and act upon any insights. The data is collected in their labour scheduler and is visualised seamlessly alongside sales, inventory and review data in Tenzo to give Qoot the insights they need.

> "It's all streamlined, these improvements have been a game changer and made us a better company for our people.
>
> **Scot Turner**
> VP of Operations



Amazing results

By taking the data from their labour scheduler and visualising it in Tenzo, Qoot is able to see labour costs and sales at an hourly level. This information showed them that shift handovers were taking place when there were obviously less sales, however, because they had two teams overlapping during that time, their cost of labour as a percentage of their sales for that time shot way up.

To bring this number down again, Qoot realised that they could have one employee perform the handover process between shifts, instead of having two full teams meet in the middle. Adjusting schedules based on this data **has saved Qoot 15% in labour cost**.



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