

HOW ENVYSION BOOSTED A QUICK-SERVICE RESTAURANT'S PROFITABILITY

Envysion's video analytics serve up a win for a quick-serve restaurant (QSR) franchise group in Atlanta



Partnership

Envysion partnered with a QSR franchise group to enhance security and improve operational efficiency.

Objective

The QSR's franchise group sought to enhance their security, reduce theft, and improve operational efficiency across multiple locations.

Recommendation

Envysion's software solutions integrate seamlessly with the QSR's existing security cameras, point-of-sale systems, and business intelligence tools to provide a comprehensive solution. This tailored solution addressed specific challenges while leveraging Envysion's expertise in managed video solutions for loss prevention, safety, security, and operational excellence, specifically within the quick-service restaurant (QSR) industry.

Overall Impact

- Improved Sales Performance
- Financial Turnaround
- Boosted Employee Morale

SUBURBAN LOCATION: THIRD-PARTY DISPUTE MANAGEMENT

Challenge:

Third-party delivery is a popular convenience and continues to increase in sales. Faced with numerous third-party delivery disputes, the franchisee was inundated with claims of missing items costing ~\$20,000 per month.

Recommended Feature:

Envysion analyzed the current camera placement within the location and recommended adding a camera pointed at the packing station for third-party delivery. With Envysion's platform, the franchisee could quickly search for specific dates, times, or receipt numbers, allowing them to review footage from cameras at the register and the packing station to verify orders. This process promoted accountability and improved accuracy for third-party delivery orders.

Results:

- **Dispute Reduction:** Achieved a 60% reduction in disputes
- **Financial Impact:** Saved thousands of dollars in disputed claims by providing time-stamped video proof
- **Operational Efficiency:** Enhanced delivery packing process with time-saving audits and was able to upgrade training to reduce mistakes



Envysion and Motorola Solutions have made an **IMMEDIATE POSITIVE IMPACT** on our QSR's operation. Their partnership has been professional, knowledgeable, collaborative, and all we could ask from a vendor.

Stephen Murphy, Murphy Family Restaurants |
a QSR



QSRSoft integration

CASE STUDY

Envysion®

a Motorola Solutions Company

METRO LOCATION: HIGH THEFT

Challenge:

A franchisee was facing significant losses due to what was suspected to be internal theft. The owner was searching for simple ways to audit exception reports from QSRSoft®, food handling, storage processes, and searching for any other areas where loss could be happening.

Recommended Feature:

Envysion's software solutions, including its integration with QSRSoft®, provided advanced loss prevention tactics. The platform highlighted exception reports and triggered actionable alerts, like when a camera was offline.

Envysion's AI-powered Motion Search feature pinpointed key areas such as the freezer and stockroom. Within seconds, video reviews revealed incidents like employees hiding food in bags, using Happy Meal boxes to steal eggs, and sneaking McChicken cases out of the freezer and out the back door.

Results:

- **Theft Prevention:** Identified and apprehended 11 cash thieves and 13 food thieves within the first 8 months of installation
- **Stolen Goods:** Recovered ~\$60,000 worth of stolen products
- **Food Cost Reduction:** Decreased food costs from 5.9% to 3.6%
- **Cash Theft:**
 - Employee: Stole \$220 in 4 hours; took only 17 minutes to catch with Motion Search
 - Manager: Stole \$550; felony charge; took 45 minutes with Motion Search
 - Manager: Caught stealing \$160; took about 30 minutes with Motion Search
- **Exception Reporting:** Helped identify time theft and excessive voids
- **Food Theft:** Motion Search highlighted multiple instances such as:
 - Food hidden under the grill line and retrieved later for personal consumption
 - A delivery bag loaded with pies in the freezer to take out at the end of shift
 - An employee caught on camera eating in the stockroom
 - Food being hidden in a crew room bag
- **Impact:** Significant theft reduction and enhanced operational efficiency led to improved financial stability, employee morale, and a transformation from loss to profitability for the first time in years.

Conclusion

Envysion's security and video analytics solutions have significantly improved operations for the QSR franchise group in Atlanta. By tackling theft, cutting costs, and boosting efficiency, Envysion has proven to be a valuable partner in driving profitability and business success.



ABOUT US

Envysion, a loss prevention platform designed to protect your business, brand, people, and profits for the restaurant industry, providing a suite of solutions to mitigate risk, decrease loss, and secure your brand's promise. Envysion combines video, audio, and transaction POS data into one centralized video management software with actionable insights.

Looking to optimize your QSR operations?

Discover how Envysion's solutions can help grow your business.
[Envysion.com](https://envysion.com)