



FORTY8FIFTY
LABS a verinext company

CASE STUDY

Operational Cost Savings Through Strategic Resource Management

National Restaurant Chain Reduces Operational Costs by 30% with Strategic Resource Management Strategy Delivered by Forty8Fifty Labs

A prominent national restaurant chain partnered with Forty8Fifty Labs to address challenges in its IT operations across more than 650 stores. The aim was to modernize and streamline the IT infrastructure to enhance operational efficiency and improve the customer experience.

By The Numbers

Over **650 store locations** modernized.

Transition from **2 to 3 store migrations** per night, increasing project speed.

Approximately **30% reduction** in operational costs due to effective resource management.

Project completion accelerated **by 1 month**.

To optimize costs and efficiency, Forty8Fifty Labs transitioned resource support to a hybrid model, gradually increasing the proportion of offshore team members while maintaining key nearshore personnel for critical oversight and knowledge continuity. This approach allowed for real-time troubleshooting and adjustments, significantly minimizing downtime and disruption to restaurant operations.

✕ Challenge

The restaurant chain faced significant operational hurdles due to outdated IT systems, which caused frequent service interruptions and security vulnerabilities. The existing setup required an overhaul of network hardware, including routers, switches, and firewalls. Moreover, the necessity to perform upgrades outside business hours posed additional challenges in scheduling and logistics, demanding a robust support system capable of handling complex, after-hours operations across numerous locations.

! Solution

Forty8Fifty Labs responded by implementing a comprehensive resource management strategy that involved staff augmentation to bolster the existing IT teams. The project utilized a strategic mix of offshore and nearshore resources, which was pivotal in managing costs and ensuring round-the-clock operational support.

Initially, the chain utilized nearshore teams for their familiarity with the operational environment and minimal time zone differences. However, to optimize costs and efficiency, Forty8Fifty Labs transitioned to a hybrid model, gradually increasing the proportion of offshore team members while maintaining key nearshore personnel for critical oversight and knowledge continuity.

These augmented teams were tasked with not just implementing new technologies but also providing continuous monitoring and validation to ensure the success of each migration phase. This approach allowed for real-time troubleshooting and adjustments, significantly minimizing downtime and disruption to restaurant operations.

✓ Results

The strategic use of offshore resources led to a marked 30% reduction in operational costs, while the staff augmentation approach accelerated the project execution. The restaurant chain completed its IT modernization project ahead of schedule and under budget, resulting in a robust, secure IT infrastructure that enhanced overall business operations and customer service.

Unlock Efficiency and Cost Savings with Forty8Fifty Labs

Discover how Forty8Fifty Labs can help your organization streamline IT operations, reduce costs, and improve overall efficiency. Our expert resource management strategies are designed to deliver results while minimizing disruption to your business.

CONTACT US TODAY TO GET STARTED