

## Case Study

# MULESOFT INTEGRATION FABRIC, MANAGED SERVICES, AND SUPPORT

### COMPANY OVERVIEW

The client is a globally leading Quick Service Restaurant (QSR) chain, with a strong presence in **SOPAC**. With a network of stores across the country, they cater to a wide customer base. The client is famous for their diverse delicious menu, offering convenient dining and delivery options, and holding a significant position in the food industry.



### CHALLENGES

The leading QSR chain was looking to partner with large food aggregators to provide unified omni channel experience to customers. However, integrating information from 780+ stores into aggregators posed challenges due to limitations in their existing integration layer. The centralization of menu, order, store, inventory management operations proved challenging, resulting in inefficient vendor collaborations and revenues.

Further, the client experienced difficulties featuring their updated menu/products and launching promotions into aggregator apps. Due to several standalone applications in their current setup led to inefficient manual and repetitive processes, significant infrastructure costs and errors. Accumulatively, due to lack of dynamic cloud-enabled architecture, the client had trouble in centralizing visibility into connected applications, devices, services data, processes, and monitoring user experiences.

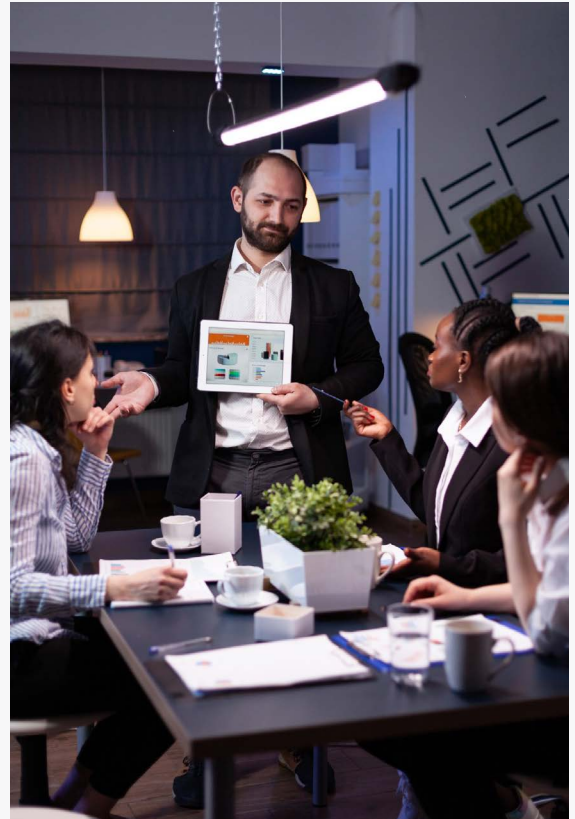


## SOLUTION

V-Soft successfully implemented an Integration Fabric (IF) platform using MuleSoft and API-led architecture-based solutions. This allowed seamless integration with various aggregators and back-end systems, minimizing integration points by consolidating connectors for each application within a unified integration fabric layer.

A Splunk aggregator MuleSoft application was developed for consolidating log management processes, reducing manual efforts. This focused on optimizing operational efficiency. Modern integration styles and patterns such as K-Rise integration, were employed to automatically process, store and network user details through IF. It has removed the need for external standalone applications and made operations management seamless.

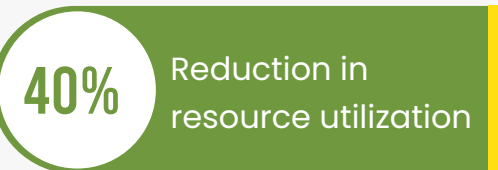
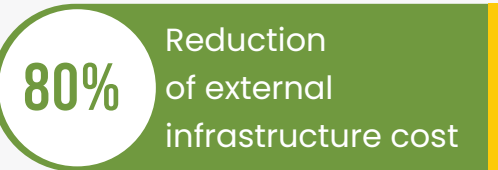
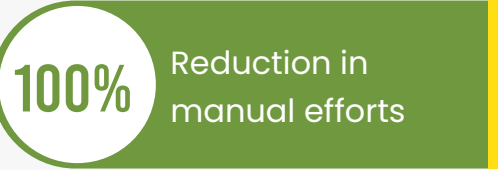
Further, implementations of new integrations, such as Yammer, K-Rise, Mapping Update in HR BRIDGE API, snowflake-donesafe, and Fingermark-Zendesk resulted in a 90% reduction in manual efforts. These efforts were related to transferring employee email, store, order data, and network user details with more security through a centralized layer. This process reduced the external infrastructure cost of standalone applications.



## RESULTS

The implementation of V-Soft's solution resulted in several key outcomes:

- Ensured seamless process automation through Integration Fabric
- Automated menu, pricing, and promotional changes for instant updates
- Enhanced transparency and fully optimized operations and service delivery
- Simplified vendor integration management
- Offered efficient data management and ensured application scalability and flexibility.
- Assisted in successfully processing nearly 21,000 daily average orders from 780+ stores and aggregators, leading to increased revenue.
- Streamlined the onboarding process, reducing franchisee onboarding time.
- Ensured a consistent experience across all channels.
- Consolidation of log management processes optimized operational efficiency by 30%



## TECHNOLOGIES USED

- MuleSoft Cloud Hub
- MuleSoft Anypoint Platform
- MuleSoft Exchange
- Snowflake
- Splunk
- SFTP and Rest API