

Case Study

Restaurant Menu Data Entry for Delivery Hero



<https://www.deliveryhero.com/>

<https://hungryhouse.co.uk/>

<http://www.tech2globe.com/>

<http://www.tech2globe.co.uk/>

About Delivery Hero

A leading UK based restaurant brand with over 1000+ employees with 70 nationalities across 5 continents work for delivery hero. The largest food network in the world with more than 3,00,000 participating restaurants.

Delivery Hero Requirement

They wanted to outsource their restaurant menu data entry work for one of their major chain which is “Hungry House” and wanted a better partner who can give them prominent results and provided maximum solutions related to their menu entry day to day operations.

Hungry House Menu Entry Challenges

- > The largest challenge related to this project was the very high volume of data presented
- > A high number of manual entries were required, making the project rather time consuming and serving to potentially impact the turnaround time
- > Finishing their backlog which was around more than 500+ new menus and 1000+ existing menus already presented in the database
- > Understanding the predefined formatting of adding the menus into their customised backend
- > Understanding the work flow of the menus, so it can ease the process for all the department included in the outsourcing chain, i.e., hungry house customer care team and quality analysis team, outsourcing partner menu entry and quality analysis team
- > Meeting the deadline for both types of menus (fresh and existing)

Tech2Globe Solutions

To ensure the project was completed accurately with quality, Tech2globe team make sure to complete the following -

- > **Training:** Solicited training from the hungry house for the tech2globe team to ensure the menu entry would be completed properly and backlog should be finished in minimum time interval
- > **Feedback:** Get relevant feedback once training finished before the project started for the team performance
- > **Samples Shared:** Several samples were shared with hungry house team before we started on real time project. These samples were approved and the project started in full
- > **Team Strength:** To ensure maximum productivity and completion of the project within the requirements, 15 resources were assigned to work exclusively on the project
- > **Reporting:** Reports were delivered to the client outlining the process and stages of performance throughout the project lifecycle
- > **Backup and Work Overload:** Both protocols were adapted by Tech2globe before the start of the project to prevent the downtime
- > **Safety & Data Security:** Optimal performance and minimal risk were covered to measures the safety and security of the large data. Used static IP's, secure email server, timely backup with Tech2globe internal database
- > **Quality:** As their one of the major concern was the quality, so we have planned accordingly and give them a separate plan for the quality segmentation which has team of menu entry, cross checking of menus, internal quality analysis team, one project manager for the regular process improvement plans along with their team leader and team developers

The Results

With the extra time spent to ensure training and accurate engagement with the team, the following results were made possible for the project

- > Tech2Globe team have managed to finished the backlog in just 75 days with the positive feedback of the client
- > Hungry House team gained fair amount of confidence for the quality of the work and it results in their in-house team management, they managed to move their menu typing team into customer care management which results in better business outcomes and quick customer's queries handling
- > With the quality of the work promised and delivered to the Hungry House team, subsequently they handed over their restaurants logo creation work to our graphic team
- > Delivery Hero is now able to save up to 80% of the cost which they were incurring in the menu entry and used that investment to grab more business. They put more resources in sales team to grow the business which is their core

Delivery Hero Operations Head Feedback for Tech2Globe Team

"When we decided to relocate our data entry service outside of Germany, we wanted to find the best partner in term of ongoing communication and ethic. It became quickly evident that Tech2Globe would be our partner of choice, what we didn't expect was to receive such a high quality of service days after days. Thanks to Tech2Globe we have reduced our data entry service levels by 10 time and freed up in-house resources to handle real-time customer's queries."

Mowgli Montier, Germany