Case Study

Building an effective Document Management System and Communication Channel to efficiently run Restaurant Operations and the Support Center

Solution

Document Management Solution

Company

Upscale Restaurant & Winery Chain, USA

3500+ employees

Financials - About $100M

CHALLENGE

- Documents with different audiences, approval processes and lifecycles being managed in multiple ways separately
- Manual and highly time consuming
- Copies of documents scattered everywhere, making it hard to identify the correct one

SOLUTION

- SharePoint Online as ECM
- Workflows to automate document approval, publishing and lifecycle

OUTCOME

- Single source of truth for all documents
- Switched from manual approval processes to fully automated ones
- Automated review and publishing for Biweekly Newsletters