

CloudKitchens & Infraspeak: Partnering for Global Operational Excellence



What made Cloudkitchens EMEA/Asia look for a new solution?

1. Their solution (Service Channel) was an operational blocker:

- It lacked flexibility and user friendliness
- Very limited mobile app, impacting team's performance
- Manual invoicing workflow demanding high admin effort and resource allocation

2. Non-collaborative supplier management

- Communication spread in Whatsapp, mail, call, sms
- Suppliers struggle to upload invoices and send quotes
- CloudKitchens struggles to have suppliers working on their solution

3. Lack of centralized operational data

- Management teams need accurate and up-to-date KPIs
- Difficulty to have real time control over the operation
- Expansion will increase the high-level visibility challenges

4. Maintenance solution needs to be expansion proof

- CloudKitchens needs a partner with global reach
- Bigger operational teams need to interact in local languages
- Solution can't be an expansion blocker

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Valued features

1. For operational efficiency

- Best Mobile Experience in the market: Easy to use, works with gloves or dust, built with colorblind mode. Works online and offline, compatible with iOS or Android phones, with NFC tags or QR codes.
- Easier and faster communication: All users, internal or external, can communicate via in-app chats, accelerating execution and avoiding data loss.
- Stock control: Keep track of all materials used by your teams. Have your stock quantities always up-to-date. Be alerted for materials with low stock levels.
- Integration: Stop monthly admin work and accelerate time to cash. Integrating with Workday enables near real-time and automated invoicing.

2. Supplier management

- Infraspark Network as a shared workspace connecting Facility Managers and Facility Service Providers
- Manage all external teams as if they were internal. The same system, the same rules, a single source of truth.

3. Data-Driven operation

- Source of truth
- analytics to analyse performance per asset, per building, per technician, per supplier.
- Data Lake for when analysis become too complex for standard analytics