



## How did the Rohloff Group use Infraspak to manage distributed, complex KFC operations across South Africa?

### Company

Rohloff Group

### Country

South Africa

### Onboarding Kick-off

August 22, 2021

### Onboarding Closing

September 02, 2021

### Number of assets

27,500





- **About The Rohloff Group — KFC**

The Rohloff Group is a South African franchisor of KFC restaurants. Proudly bringing the Colonel's secret recipe to South Africans since 1981, they currently manage KFC restaurants throughout Western Cape, Gauteng and Free State, and have their HQ and restaurant support center in Somerset West.

The Rohloff Group is committed to modern, inclusive workspaces. It does a lot of work in the community, including the KFC Add Hope programme which aims to provide nutrition for local children in need.

- **What logistical challenges did the Rohloff Group face before Infraspak?**

The Rohloff-KFC operation is logistically very complex. A portfolio of stores spread out across several provinces spanning thousands of kilometres; multiple teams of sub-contractors with different processes in different regions; strict sales targets and timeframes for quote management and complex compliance regulation relating to their legal status as franchised stores.

When you factor in the more technical challenges faced by the Rohloff group such as the need to centralise an asset list **with over 27,000 entries** and handle upward of **3,000 work orders** and **2,000 purchases** per month, it becomes abundantly clear why an intelligent maintenance management platform was urgently required.

- **What problems did the Rohloff Group have with their previous system?**

Due to the sheer size of the Rohloff Group-KFC operation, their biggest challenge was a storage limitation on their old system. They could only store 5,000 items at a time, and old entries were automatically archived, which made monitoring task progression, previous interventions and expansion very complex.

The second major issue with their old system was a considerable feature gap regarding daily maintenance operations. It lacked sophisticated reporting and analytics capabilities; relied on spreadsheets and emails to handle reactive work orders and planned job orders and fell short on asset management and organisation.

Finally, the old system didn't support any integrations which meant the considerable procurement operation required to stock stores in several provinces sat separate from their core maintenance operation, and there was no way to make the two operations overlap.

- **How did Infraspak bring order to a complex operation lacking structure?**

It's impossible to separate the Rohloff Group maintenance operations from their procurement department. The group were one of the first major adopters of the **Infraspak Network™** as they had so many franchises spread over a large distance and needed a solution. The Network is a collaborative, shared workspace that connects managers with suppliers and partners for maintenance work — it was a deal-breaker for the KFC operations.

Not only did it centralise all communication for procurement/purchasing flows into the same system as the one used for compliance and site audits (previously separate), but it also gave full transparency over updates and developments to Louise Erasmus, Procurement Lead. They successfully managed **18,000 quote requests and work orders in** their first year, working with over **60 suppliers** and were also early adopters of a newly developed feature called Approval Flow.

Approval Flow allows for more nuanced control of quote approval processes based on the size of the quote. This allows managers to have more rigorous control over quotes with higher values than smaller quotes which impact the budget less.

Infraspak also supported Rohloff Group in developing a custom integration with Bundu Power App to monitor their most critical asset category – generators. The integration sends alerts whenever diesel levels are low and allows them to ensure that the running times are correct. This is all linked to and articulates fluently with their Infraspak platform. Given the relative unreliability of energy grids in South Africa, this is critical. This is the first phase of the integration – there are already plans in motion to integrate the rest of their utility metering suppliers and IoT sensors for temperature monitoring in cold rooms and other assets like extractors and ventilation units.

Furthermore, Infraspak's IMMP solved the storage challenges faced by Louise and her team whilst using their legacy system. Infraspak allowed for unlimited access to historical work events and complimented the stored data with advanced analytics and reports.

Finally, with regard to their core maintenance, work orders and planned job orders are now managed more intuitively using built-for-purpose work tools and preventive maintenance is now common practice and well established. Couple this with a complete, neatly organised asset list of their nearly 30,000 assets, and it's clear how much of a transformative impact Infraspak has had on the Rohloff Group operations.

- **What does Rohloff Group have to say about Infraspak?**

Louise Erasmus, Procurement Lead, Rohloff Group, shared the following words regarding onboarding and solution design:

**“The amount of development work put in completely exceeded our expectations in every way. Not only is their system easy to navigate, but it also showcases their expertise in creating user-friendly solutions. Infraspak’s commitment to collaboration has been outstanding, as they actively sought our input and ensured that our requirements were met at every stage.”**

Regarding customer support:

**“Their dedication to providing excellent service is evident in every interaction we’ve had with their team. We are grateful for their professionalism, innovation, and seamless execution. Infraspak has truly set a benchmark for service excellence in the industry.”**

**Talk to one of our specialists and learn how Infraspak can make your operation truly intelligent, connected and collaborative.**

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