

THE LARGEST FAST-FOOD FRANCHISE IN LATAM DEFINES A GOVERNANCE PLAN FOR THEIR AUTOMATION INITIATIVES

CUSTOMER PROFILE

HQ

Chicago, IL

INDUSTRY

Food Service Retail
Chain Operator

EMPLOYEES

150,000

ITC SERVICES

- Consulting
- Solution Implementation

APPLICATIONS & TECHNOLOGIES

- RPA

INTRODUCTION

Our client is the largest fast-food restaurant chain in Latin America and the Caribbean. The IT Director of the company discovered several business areas that had implemented automation solutions with different vendors, but without involving the IT department. This meant that solutions were outside of any secure framework or the control of IT and could represent serious vulnerabilities for other systems and security risks. To address the situation,

CHALLENGES

Reconfigure previously deployed solutions, which didn't follow best practices. The code was insecure, there was no unique architecture and there were no audit track records.

The governance policy rules had to mitigate strategic and operational risk without becoming an obstacle or deterrent to business users initiatives.

SOLUTION

Defined governance rules for all the processes related to the project implementation including methodology, standards, audit requirements, escalation, infrastructure, software license optimization, security, version control, and more.

Implemented automation for the IT department to have control of the RPA layer.

Applied fixes and best practices to the deployed automation solutions to make them compliant with the new policies.

Unified the architecture across the company.

Defined a Center of Excellence (COE) to support the company on automation matters.

RESULTS

- Defined +40 rules divided by area (Security, Infrastructure, Audit, Development Standards, Infrastructure, and Center of Excellence) to implement the solution across the company at a regional level with the security segregation required.

ITC ADVANTAGE

- Expertise in RPA
- Advanced capabilities and experience in executing similar projects