



Case Study: OSI Restaurant Partners



SOLUTION: Microsoft SharePoint® Portal Server

ABOUT OSI RESTAURANT PARTNERS



Operating in all 50 states and more than 20 countries, OSI Restaurant Partners, LLC, is one of the largest casual dining restaurant companies in the world. The company's portfolio consists of a variety of concept restaurants, including Outback Steakhouse, Carrabba's Italian Grill, Bonefish Grill, Fleming's Prime Steakhouse & Wine Bar, Roy's, Lee Roy Selmon's, Cheeseburger in Paradise and Blue Coral Seafood & Spirits.

Tribridge Serves Up Comprehensive Employee Portal for OSI Restaurant Partners

BUSINESS SITUATION

Feeding the Masses: The Challenges of Disseminating Information

With approximately 116,000 employees, the frequent addition of new concept restaurants and a home office to support, effectively communicating across OSI's more than 1,400 locations became a challenge. Without a centralized system for sharing information, high email volume bogged down the company's server, and an outdated, difficult-to-use interface resulted in redundant HR calls and an overburdened help desk. In addition, managing continuously changing content was nearly impossible using email as the primary source for communication with employees.

OSI issues:

- Inefficient Communication
- Outdated User Interface
- Cumbersome Content Management

Tribridge Brings Comprehensive Solution to the Table

OSI sought the assistance of Tribridge, a nationally recognized Microsoft partner, to provide a solution that could: meet the company's IT requirements, be built on an expandable platform, and include a system for setting up alerts when new information is added. Following a detailed analysis of the current system, Tribridge recommended a solution using Microsoft SharePoint® Portal Server. The Tribridge team worked closely with Xenia Maye, OSI's internal project manager, to design the system hierarchy, a new user interface and a content management system.

The implementation took about three months to complete. As the first major Microsoft technology implemented at OSI, the portal was displayed on nearly 500 employee desktops with plans to roll out to the individual restaurant locations following pilot testing. "In addition to designing the system, Tribridge conducted training for us," said Xenia. "They have a lot of experience with SharePoint and were willing to share their knowledge. It was evident that they care about their work and the success of this project. We especially like the detailed documentation they provided on our system."

OSI REQUIREMENTS

- Bridge the gaps between restaurant concepts and locations
- Streamline communication
- Enable employees to have easier access to information

Tribridge exceeded our expectations. Their consultants are experts, and I would recommend them to any company.



BENEFITS

Cooking with Ease: OSI Enjoys Improved Communication & Productivity

Communication across OSI has dramatically improved as a result of the implementation. "The power to share information and ideas among all the concepts enables us to learn from one another," said Xenia. Company information is now posted to the portal rather than being sent via email, alleviating 'wear and tear' on the email server and increasing performance. OSI employees also enjoy enhanced benefits, such as the ability to post online advertisements and access a companywide calendar.

Easy Access to Information

With a new browser-based user interface, employees now have instant and consistent access to corporate news, company processes and back-office procedures. A thorough FAQ and online tips section was also created in the portal to improve the employee experience, which in turn has increased user adoption.

"Employees can easily search for information on benefits, employee purchase programs, open enrollment and instructions, including how to set up voice mail and how to send a fax from the computer," said Xenia. Consequently, the help desk is experiencing fewer support calls, and the number of calls to HR for routine information has been reduced.

OSI now has an online phone book, which enables users to search for employee contact information very quickly. "Whenever we hired a new employee we would email an updated contact list; but since we are constantly hiring, the information was always out-of-date," said Xenia. "Now the list is current and easily accessible. Employees do not have to spend time researching a phone number or email address – it is all in the portal."

Convenient Content Management

Managing portal content is also easier since the implementation. "We can update the content more quickly and frequently, which benefits our employees," said Xenia. In addition, OSI implemented a content review process that ensures the integrity of the information posted.

FUTURE PLANS

What's On Tap: OSI Expansion Supported by Tribridge & Microsoft Technology

As OSI Restaurant Partners, LLC, continues to be a dominant player in the restaurant marketplace, it is vital that the company's IT systems support future expansion. OSI's new solution built on Microsoft's SharePoint Portal Server will undoubtedly provide the flexibility and efficiency needed to cook-up more concepts and locations. "We are very pleased with the success of the project," said Xenia. "The service we continue to receive is excellent, and I look forward to working with Tribridge on future projects."

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WHY TRIBRIDGE

- Proven experience in the service industry
- Solid reputation with Microsoft
- Collaborative approach
- Fast response time
- Local presence

THE RESULTS

- Improved communication and collaboration
- Easily accessible employee documents
- Streamlined content management
- Reduced help desk calls
- Flexible platform that enables growth

CONTACT TRIBRIDGE

Find out how Tribridge can help you simplify your business.

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VISIT: www.tribridge.com

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