



CASE STUDY



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CHALLENGES

- **Faulty Cabling Infrastructure:** The client encountered failing cabling across multiple locations, resulting in connectivity problems and equipment malfunctions.
- **Underutilized Hardware:** Hardware resources were not being optimized at each location.
- **Inconsistent MLM Configuration:** The Multi-Location Management (MLM) setup lacked proper configuration. Multiple prep stations existed without a central owner, and all managers had full access to edit settings.
- **Operational Inefficiencies:** The combined issues resulted in slower customer service. Frustration among employees and managers was high due to inconsistencies and potential downtime. Additionally, equipment inoperability caused lost business and revenue tracking difficulties.
- **Inconsistent Implementation:** The client lacked standardized installation and implementation procedures. Each location seemingly received support from different technicians, and management lacked essential knowledge on operating an MLM group effectively.

SOLUTIONS

- **Comprehensive Site Assessment:** We conducted on-site visits to understand each location's operations thoroughly. During these visits, we addressed any immediate hardware issues and replaced faulty cabling, which was causing connectivity problems.
- **MLM Restructuring:** We streamlined the MLM configuration by eliminating redundant prep stations and implementing a centralized ownership structure.
- **User Access Control:** To prevent unauthorized changes and maintain consistency, we restricted manager access to specific functionalities within the MLM system.
- **Global Menu Implementation:** We facilitated the transition to a unified "Global Menu" across all locations. This eliminated the need for separate menus and ensured consistency for both staff and customers.
- **Standardized Rollouts:** We established a dedicated installation team familiar with the client's specific MLM group and operational needs, ensuring efficient and consistent implementation across all locations.

CONCLUSION

SORA Partners successfully addressed the operational inefficiencies and inconsistencies plaguing the client's Multi-Location Management (MLM) setup through a targeted approach and collaborative partnership.

Key Achievements

- Enhanced system stability and operational efficiency through comprehensive hardware troubleshooting and cabling replacements.
- Improved collaboration and accountability with a streamlined MLM structure and centralized ownership of settings.
- Increased consistency for staff and customers by implementing a unified "Global Menu."
- Streamlined future implementations by establishing a dedicated installation team familiar with the client's needs.



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