



# CASE STUDY



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# CHALLENGES

- **Inconsistent Implementations:** While the client, Walk-On's, did not initially present with specific operational challenges, our initial discussions revealed a lack of consistency in previous technology installations. Many field technicians lacked in-depth knowledge of Multi-Location Management (MLM) configurations for Toast equipment.
- **Standardization Gap:** The client desired more consistent implementation procedures across their locations. They lacked standardized operating procedures (SOPs) for the newly deployed Toast equipment, potentially leading to inefficiencies and variations in staff training.
- **Limited Technical Support:** The existing support structure didn't provide access to higher-level technical expertise when Walk-On's staff encountered questions or troubleshooting needs.



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# SOLUTIONS

- **Standardized Implementation Model:** We established a standardized implementation model for their Toast technology roll-out, ensuring consistency and reducing on-site installation time.
- **Remote Training and On-Site Support:** We provide comprehensive remote training for Walk-On's managers a week before each location's go-live date. Additionally, we offer a dedicated go-live support day with on-site team training sessions to ensure a smooth transition.
- **Standard Operating Procedures:** We developed standardized operating procedures (SOPs) for key operational areas. This includes close-out procedures, cash handling protocols, and troubleshooting for third-party integrations.
- **Dedicated Account Management:** Through our SERVD program, Walk-On's has benefited from dedicated account management. This gives them a single point of contact and ongoing support throughout the project lifecycle. With a consistent and experienced team, Walk-On's is well-positioned to support their ambitious growth plans of opening 19 new locations this year.

# CONCLUSION

By partnering with Sora Partners, Walk-On's achieved significant improvements in the consistency and efficiency of their Toast technology roll-out across their restaurant locations.

## Key Achievements

- Established a standardized implementation model for consistent and efficient rollouts.
- Empowered staff with comprehensive remote and on-site training programs.
- Developed standardized operating procedures for key areas of operation.
- Provided ongoing support through dedicated account management.
- Supported Walk-On's ambitious growth plans for opening 19 new locations in the coming year.



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