



# BURGER KING ITALY

Burger King's Italian subsidiary chose VORTAL to innovate its purchasing processes. By providing comprehensive support in relation to technology and consultancy, thanks to its e-Sourcing and Supplier Management solutions, VORTAL currently supports Burger King in the business development.



## CUSTOMER

Burger King, a well-known multinational chain of fast food restaurants, is always open to embrace innovation and new technologies that contribute to process optimization.

Since 2018 Burger King Italy has opened numerous restaurants across the country: the need was to ensure a faster, more optimized and agile process between the Construction Department and the suppliers involved. Burger King must make certain that new restaurants open in time and are well maintained by cooperating with suppliers from different categories: general contractors, furnishing, project engineering, maintenance and civil works, among others.

Thanks to its e-Sourcing and Supplier Management solutions, VORTAL currently supports Burger King in the development of their business.



## PROJECT SCOPE

The project needs were made clear:

- **Standardized negotiation process**  
Contract information is reused and a standard methodology is applied, with shorter time to market and resource optimization;
- **Information centralization**  
Information on all negotiations is stored in one platform with the possibility of historical tracking of the contracts;
- **Supplier qualification & evaluation management**  
Tracking of supplier performance during the execution of the contract;
- **Increased transparency**  
All tendering processes are managed electronically, making it easier for suppliers to access them.

After a detailed evaluation process, Burger King chose to partner with VORTAL.



## CHALLENGES

### Using a multi-faceted technology

The sourcing process is covered by the eSourcing and Supplier Management solutions. These allow Burger King to receive offers, manage eAuctions, award projects, guarantee the qualification and evaluation of suppliers during the expediting of the contract and maintain all suppliers' relevant documents updated.

### Supporting the Negotiation Process

VORTAL provides category assistance for every operation and coordinates the negotiation process from requirements to contract closing.

### Meeting Tight Deadlines

Burger King has a tight opening schedule: since 2018, more than 40 tenders for different categories were opened: construction, furnishing, maintenance and signs. 25 of them regarded the construction category. The need to meet short deadlines is possible thanks to re-used contract information and the visibility of supplier evaluations from the negotiation process to the execution of contract.



## RESULTS



### 15 Days

#### UNTIL FINAL AWARD

The most important result is related to the process agility: the overall lead time, from suppliers presenting their documents up until the eAuction and the final awarding is very short. It takes no more than 15 days to reach the final award.



### 13%

#### AVERAGE SAVINGS

The competition among suppliers generates very important results in terms of savings: 13% average savings, starting with 30% in the first year. In the Construction category, Burger King achieved savings of 1.5M Euro in two years.



### 100%

#### COOPERATION

This first collaboration between Burger King and VORTAL has been very successful, leading to new opportunities, with business units all over the Burger King supply chain working on direct and indirect expenses optimization.



## TESTIMONIALS

**"The collaboration with VORTAL brings process innovation inside our organization, speeds up the process inside the construction department."**

**"Another important goal achieved is the centralization of the information. Everyone that needs information about suppliers or about the project can enter the portal and can find the information needed."**

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**Andrea Valota**  
Country Manager of Burger King Italy

**"We are having the support of VORTAL also for finding, nurturing and qualify new suppliers that are always so important for bringing innovation to the company and for saving in some investments."**

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**Paolo Soro**  
Construction Manager of Burger King Italy



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