

FRANQ

**Franchise and Company-owned Outlets
Management Solution**

PRODUCT DESCRIPTION

By:



Overview:

[FRANQ](#) is a franchise and corporate-owned outlets management application, designed and developed by QTECX Solutions. It helps franchisors to thrive by automating business processes, solving data challenges, and offering business insights for effective leadership.

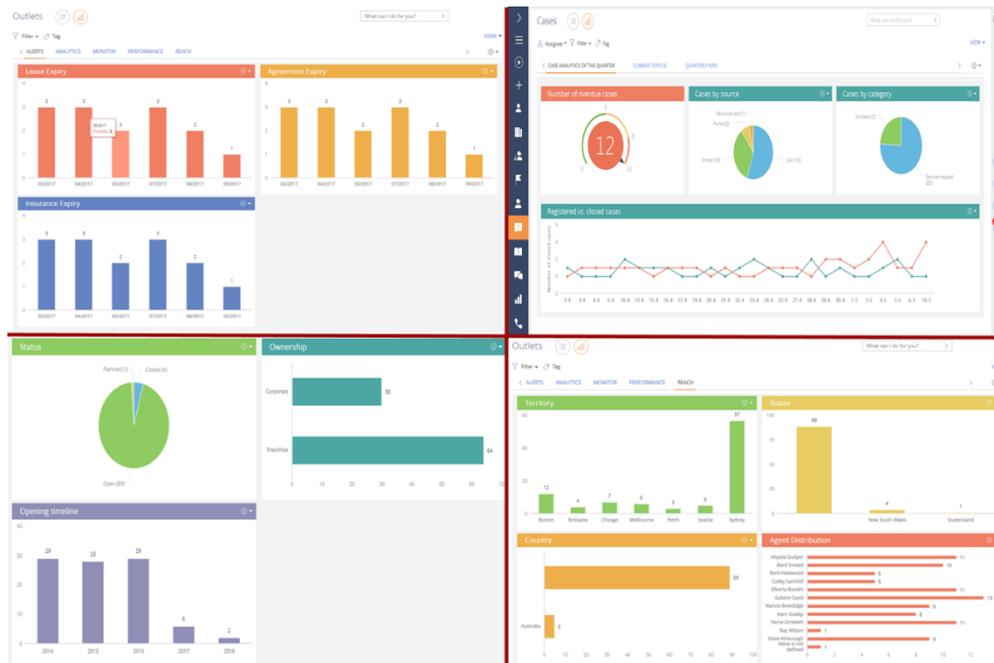
The solution is targeted towards organisations that are following a franchise business model and/or owns number of corporate-run outlets. With this solution, the head office and outlet owners/managers will increase productivity and efficiency within the organisation, positively impacting the bottom line.

Organisations using FRANQ will always have access to the up-to-date information of all franchisees/stores, and will be able to plan and track the business development teams and franchise partners activities. Personalised secure access to data ensures that the users can access data that is required to perform their tasks. One centralised database will allow all teams to access accurate and consistent information, *every time!*

Benefits:

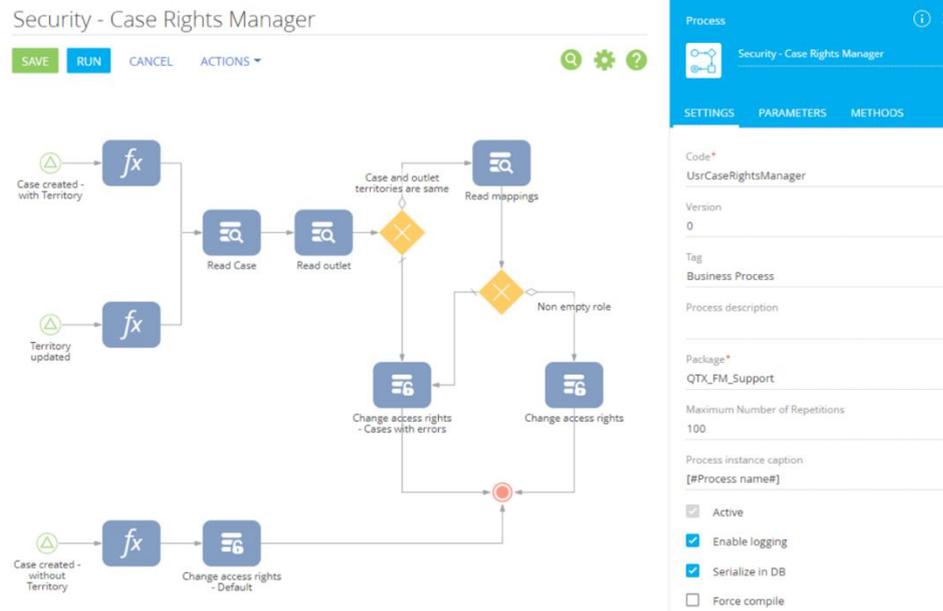
Customers can benefit from the following:

- **Marketing, Recruitment, Onboarding, and Operations – all from one platform:** From Marketing franchise sites to event management to running day to day operations, all those tasks can be managed within this solution. Complete franchise recruitment using a standard process to deliver quality experience to your franchisee. For recruitment in multiple counties, configure separate processes to accommodate local needs. Further, Onboarding projects and day-to-day tasks can be fully managed and controlled from one platform.
- **Improve the Omni-channel experience:** Customers expect you to interact with them consistently, whether they are communicating via your website, email, or phone. Remove the difficulty of having each channel on its own system and process all interactions at one place. This solution allows you to provide your customers a superior experience.
- **360° view of all franchises:** Know your franchises and store owners better than ever with a complete view. Record various information that includes owners, location, property size, number of employees, property and franchise agreements, financial information, related attachments and notes etc. Get to know your franchise partners better, understand their preferences and build efficient personalized communications. Your Marketing, Recruitment and Sales, and Customer Service teams have access to accurate and consistent real-time data. Eliminate the need to maintain multiple applications for each team with a single platform so that you have a centralized master record.

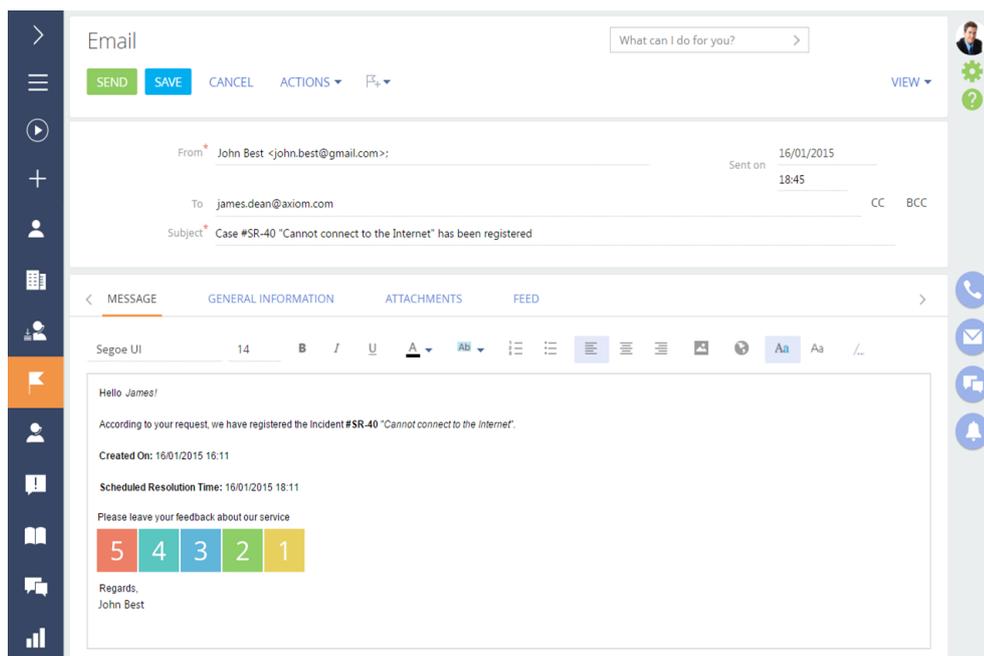


- **Complete data record of suppliers and distributors:** Store detailed information about your suppliers, distributors and other external parties. Use number of fields available to filter and report on the data.
- **Share information within and outside the organisation:** User access based on region, feedback category, franchise name, functional teams etc. Franchisees can submit paperwork through this solution, reducing number of emails in your inbox.
- **Legal compliance tracking:** Keeping track of compliance for all franchise can be a difficult task if done manually. Non-compliances may have brand image and legal ramifications if remedial actions are not taken at the right time. Using this feature, leadership team have access to up-to-date dashboards to decide an appropriate path for non-successful compliances.
- **Automatic document generation, distribution, and storage:** Generate documents based on standard template at different stages of franchise operation lifecycle. Non-disclosure document, application form, proposal, quotes, orders, monthly invoices can be set up to be generated automatically based on defined triggers.
- **Dashboards and alerts for efficient management and reporting:** Various types of dashboards and charts to easily view and understand the real-time data. Modify reporting criteria to reap the benefits of real-time reporting. Customised dashboards can be configured for management to help in making faster executive decisions. Define alerts for license and lease renewals, as well as for critical issues that require urgent attention.

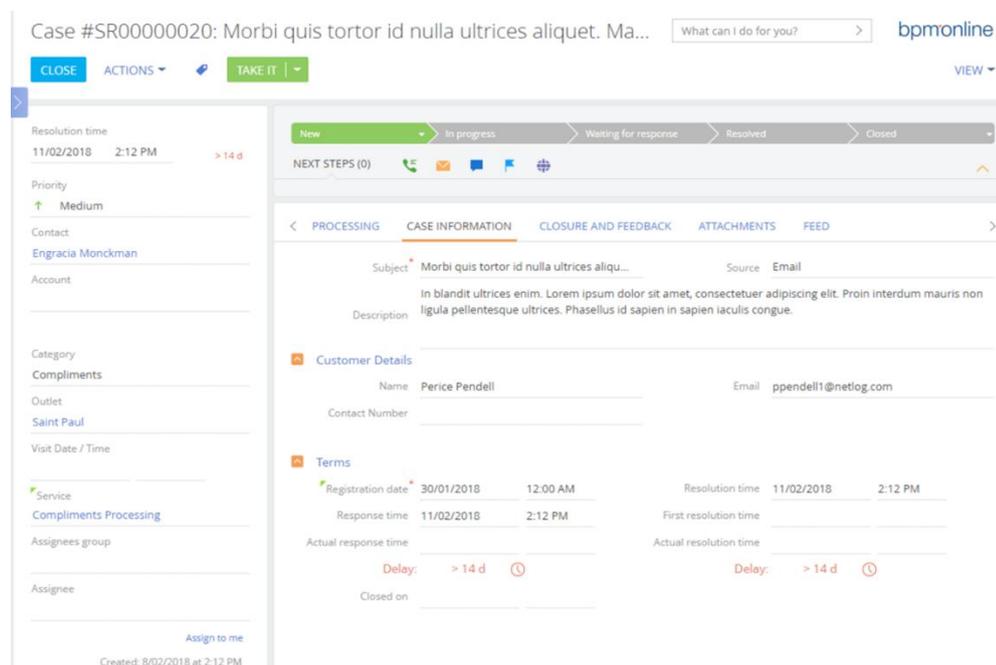
- **Manage and automate business processes:** Streamline and automate internal processes – from document generation to new store opening to compliance visits. This solution provides a complete set of tools to effectively execute and manage your business processes. Take advantage of the industry best practices to ensure the maximum efficiency of business process management.



- **Email synchronisation:** This comprehensive solution allows for keeping a complete history of all communications in one place. Synchronise emails and contacts to communicate using one system. Two-way email synchronisation eliminates the need to switch between applications to send email or manage your cases.



- **Data segmentation:** Segment franchises on multiple parameters to streamline communications and build stronger relationships. For a truly personalized approach, build custom segments based on the data stored in the system, such as location, monthly sales, type of franchise, size etc. You can use filters to create static and dynamic groups of accounts and contacts.
- **Personalised access for your team anywhere, anytime:** Custom configuration for security access and personalisation of views. Each team views the options and data that is relevant to their work. The solution can be accessed anytime from anywhere in the world (internet required).
- **Automatic case registration and assignment:** Create cases/tickets automatically when customer is providing feedback using any channel. The solution will assign cases to the right person or team and route cases upon creation to a respective queue, accelerating service delivery and providing consistent experience.



- **Integrate and report from one application:** Agile implementation helps you stay ahead of change with the flexibility to integrate with other applications. Gain advantage over your competitors and be a leader in your industry. Set up custom integrations with other solutions e.g. Accounting, Enterprise Resource Planning, Learning Management Solution etc. Comprehensive dashboards can be created based on data fetched from other solutions.
- **Training:** Create content for training franchise teams and build a knowledge base to achieve agility and ensure easy access to knowledge to franchise partners and employees.

Solution Features:



MARKETING



RECRUITMENT



ONBOARDING



OPERATIONS



LEGAL AND COMPLIANCE



PIPELINE TRACKING



DASHBOARDS AND ALERTS



CUSTOMER FEEDBACK



CONTRACTS



ORDERS AND INVOICES



3RD PARTY INTEGRATIONS



360° VIEW OF CUSTOMERS

and...

- New franchise enquiries
- Lease management
- Territory management
- Customer management
- Automatic document generation
- Document storage and management
- Email synchronisation
- Case management
- Automatic case triaging, routing
- Personalised secure access from anywhere, anytime
- Knowledgebase & articles
- Real-time alerts