

A DIGITAL SOLUTION TO MONITOR, IMPROVE, MANAGE FOOD AND SUPPORT SERVICES



UnitXPro

A technology solution that supports a unit's various functions, processes and systems.

Through its consistent application, UnitXPro provides business assurance, increases productivity and efficiency, improves processes and develops business intelligence.

Provides a real-time view of how processes are being actioned, across devices.



Institutional challenges



SAFETY

Food
People
Assets



COMPLIANCE

Governance
Risk



QUALITY

Audits
Inspections

Well positioned to partner with you



We understand the geographies we operate in



We understand the food and support services industry



We work with international brands and understand requirements for quality, safety, compliance, process, people



We deliver fit-to-purpose solutions for our customers which help our partners increase revenue potential, optimize costs and reduce risks

Delivering the future



Over several years, we have developed and piloted innovative solutions in food and support services management



We conducted several look and learn trips, brought in leading experts to audit, develop and strategise our solutions



We bring in cost competitiveness, global thinking and the willingness to work in a flexible and collaborative manner



Our understanding of the ecosystem and its individual work streams helps us find intrinsic benefits that create sustainable and equitable value

Where UnitXPro can help



IMPROVE SERVICES

Operations

Productivity, Continuity
& Processes

Risk Management



IMPROVE ASSURANCE

Cost management

Quality

Skilling

Customer feedback

Where UnitXPro can help

I Catering



Ensure all catering staff have a clear, itemized checklist of activities that need to be completed on a day-today basis



Record feedback regarding quality of food, temperature at delivery and efficiency of food presentation in real time





Address on priority root causes for random or consistent incidents related to service delivery and food quality




Track reasons for poor consumption of certain foods, gain insights into where and why wastage occurs – and how to mitigate it.

Tasking

20:54 

 Task Response Form

Task Completed 

Start Time

XX:XX

End Time

XX:XX


Task resolution remarks


Quality of food


Temperature of food


Courteousness


File Resource


Change Management 


External 


Facility Related 


Finance 


General 


GRC 


 Accreditation and Certification


 Audits


 Insurance


 Licenses Permits and Registrations


SCMS 


 01 SCMS Manual


 02 Quality Management System


 03 Management Responsibility


 04 Crisis Management


 05 Fundamental Requirements


 06 Food Safety System


 07 McDonald's Product Requirement







 Reality and risk management


Org. Structures 

People 




Process 

 Task View



 Today  This Week  This Month  This Quarter  This Year 

Filters : 

May 23, 2018 - June 29, 2018

 High  Medium  Normal

Not Completed: 0 | Completed: 0 | Expired: 0 | Pending: 129

 Boiler 400 thermax - Monthly - preventive maintenance Start Date: 04-06-2018 End Date: 04-06-2018 

Boiler 400 thermax - Monthly - preventive maintenance [Read more](#)



Client : **Duration :** 4 Hrs **Event :** Uncontrollable **L :** Maintenance Manager



Shift : I **Start :** 04-06-2018 **Type :** Opening **R :** Shift Officer



Tolerance : 0 days **End :** 04-06-2018 **Actual Cost :** **C :** Assistant Manager Engineering



Risk : Operational & Safety Risk **Shared Count :** **Penalty :** Impact on your daily scorecard - performance **I :** Assistant Manager Engineering



Completed : **Budgeted Cost :** 0



 Boiler 400 thermax - Quarterly - preventive maintenance Start Date: 04-06-2018 End Date: 04-06-2018 



 Thermofluid boiler - Monthly - preventive maintenance Start Date: 04-06-2018 End Date: 04-06-2018 

 Thermopack boiler solid fuel boiler - Monthly - preventive maintenance Start Date: 04-06-2018 End Date: 04-06-2018 

 Former 600 - Monthly - preventive maintenance Start Date: 05-06-2018 End Date: 05-06-2018 

 Fryer - Monthly - preventive maintenance Start Date: 05-06-2018 End Date: 05-06-2018 

 Batter 600 - Monthly - preventive maintenance Start Date: 06-06-2018 End Date: 06-06-2018 

 Breader Machine - Monthly - preventive maintenance Start Date: 06-06-2018 End Date: 06-06-2018 

Where UnitXPro can help

2 Housekeeping



Ensure all HK staff have a clear, itemized checklist of activities that need to be completed on a day-today basis



Empower each member with the knowledge required to train himself and his team



Provide outsourced providers have clear guidelines with tasks monitored on daily basis



Operators have access to all that they “Need to Know” to perform their work and are enabled to give feedback in a structured manner

Optimised Processes

Dashboard

Task View

Task Response View

Analytics

Roles

Levels

Best Practice File Upload

Company +

Process +

Mobility +

Company Management +

Process Groups

















Search here ...

Add Process Group

Export to xls

Export to pdf

Refresh

Process Category ^	Process Group Name	Description	Purpose	
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) - Contingency planning	Manage Enterprise Risk			 
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) - Contingency planning	10.1 Manage enterprise risk (1643...	10.1 Manage enterprise risk (16438) - Contingency planning	10.1 Manage enterprise risk (16438) - Contingency planning	 
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) - Contingency planning	10.2 Manage business resiliency (...)	10.2 Manage business resiliency (11216) - Contingency planning		 
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) - Contingency planning		10.3 Manage environmental health and safety (EHS) (11179) - Contingency planning		 
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) - Contract administration	10.1 Manage enterprise risk (1643...	10.1 Manage enterprise risk (16438) - Contract administration		 
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) - Contract administration	10.2 Manage business resiliency (...)	10.2 Manage business resiliency (11216) - Contract administration		 
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) - Contract administration	10.3 Manage environmental health...	10.3 Manage environmental health and safety (EHS) (11179) - Contract administration		 
10.0 Manage Enterprise Risk Compliance and Resiliency (16437) -	10.1 Manage enterprise risk (1643...	10.1 Manage enterprise risk (16438) - Accreditation and Certification		 

<https://system.planetcp.com/PCP/WWW/index.html#TaskView>

Where UnitXPro can help

3 Janitorial services



Keep track of all staff, monitor the quality of work executed by them on a day to day basis, ensure maintenance tasks are not neglected



Train staff on best practices on cleaning and maintenance, standardise methods, provide task-linked training on correct procedures

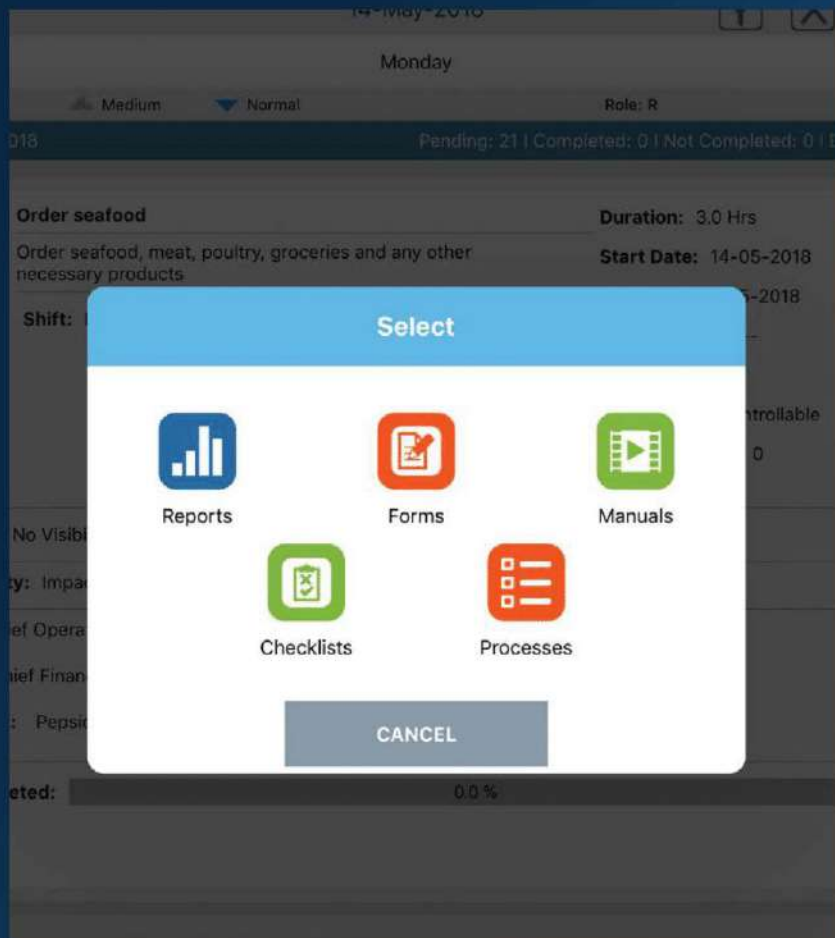


View and manage daily attendance reports, calculate payroll based on staff attendance



Provide staff with detailed checklist for equipment management, maintain a service record of all equipment

Task-linked learning resources



Where UnitXPro can help

4 Laundry services



Integrated activity checklist automatically prompts staff when action is due



Time-stamped results of activities, available to managers in real-time, flag issues automatically



Ensure all employees follow best practices for laundry management consistently



Itemize activities for equipment management and maintaining regular supplies

Manage resources efficiently

Add Unit

Please fill all the mandatory fields.

Select Company	<input type="text" value="The Restaurant Company"/>	Select Location	<input type="text" value="The Restaurant location"/>
Name	<input type="text" value="Karl Xavier"/>	Address	<input type="text" value="5, Jyoti Wire House, 23 A - Shah Industrial Estate .Off Veera Desai Road., Andher, Mumbai, Maharashtra 400053"/>
Contact Number 1	<input type="text" value="9820989834"/>	License Renewal Date	<input type="text" value="29-08-2019"/>
Contact Number 2	<input type="text"/>	Description	<input type="text" value="Fast food outlet -1"/>
Insurance Renewal Date	<input type="text" value="31-05-2019"/>		
Unit Holiday List	<input type="button" value="Choose file"/> No file chosen		

Assign User(s) to Unit

Please fill all the mandatory fields.

Select System	Select Role	Select Level
<input type="text" value="UMS"/>	<input type="text" value="UMS user"/>	<input type="text"/>

Select User	User Details	Shift
<input type="button" value="trash"/> <input type="text" value="Swati Joshi"/>	<input type="text" value="Swati Joshi"/> <input type="text" value="swatijoshi.restaurant@gmail.com"/> <input type="text" value="9820989834"/>	<input type="text" value="I"/>
<input type="button" value="trash"/> <input type="text" value="Umesh Saravane"/>	<input type="text" value="Umesh Saravane"/> <input type="text" value="umesh.qsradmin@planetngtech.com"/> <input type="text" value="9820989834"/>	<input type="text" value="I"/>
<input type="button" value="trash"/> <input type="text" value="Jugal Parekh"/>	<input type="text" value="Jugal Parekh"/>	<input type="text" value="I"/>

Where UnitXPro can help

5 Pest control



Provide staff with standardised best practices for control together with detailed activity checklist



Train through task-linked e-learning resources in the form of videos, documents, checklists and other formats

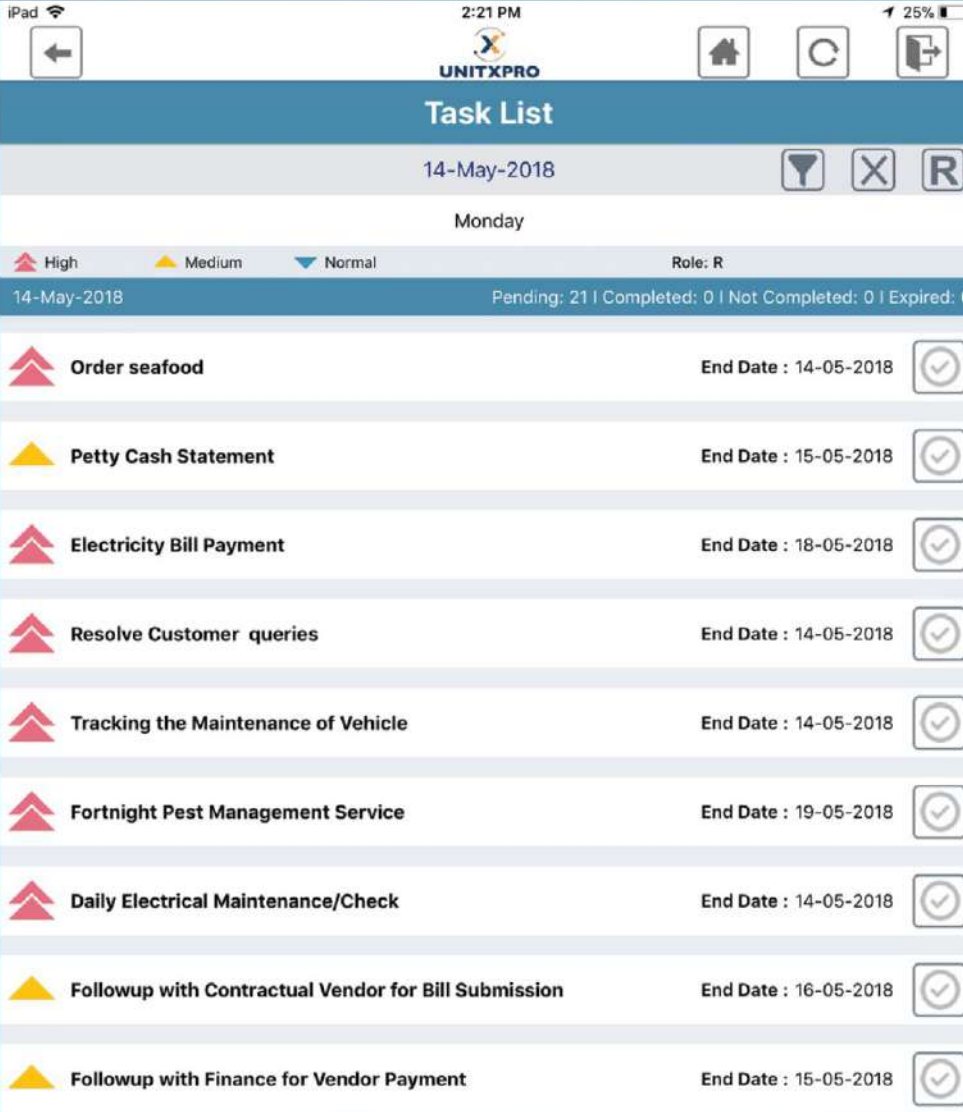


Shift from reactive to proactive maintenance leading to better lower running cost.



Track inventory and schedule procurement of people, supplies, and equipment

Prioritise and track tasks



The screenshot shows a mobile application interface for task management. At the top, the status bar indicates 'iPad', signal strength, time '2:21 PM', and battery level '25%'. The app header includes a back arrow, the 'UNITXPRO' logo, and icons for home, refresh, and share. The main title is 'Task List'. Below this, a filter bar shows '14-May-2018' and icons for filter, close, and refresh. A section for 'Monday' includes a legend for priority levels: High (red triangle), Medium (yellow triangle), and Normal (blue triangle), along with the user's role 'Role: R'. A summary bar for '14-May-2018' shows 'Pending: 21 | Completed: 0 | Not Completed: 0 | Expired: 0'. The task list itself consists of nine items, each with a priority icon, a description, an end date, and a completion checkbox.

14-May-2018			Monday
High	Medium	Normal	Role: R
14-May-2018			Pending: 21 Completed: 0 Not Completed: 0 Expired: 0
High	Order seafood	End Date : 14-05-2018	<input checked="" type="checkbox"/>
Medium	Petty Cash Statement	End Date : 15-05-2018	<input checked="" type="checkbox"/>
High	Electricity Bill Payment	End Date : 18-05-2018	<input checked="" type="checkbox"/>
High	Resolve Customer queries	End Date : 14-05-2018	<input checked="" type="checkbox"/>
High	Tracking the Maintenance of Vehicle	End Date : 14-05-2018	<input checked="" type="checkbox"/>
High	Fortnight Pest Management Service	End Date : 19-05-2018	<input checked="" type="checkbox"/>
High	Daily Electrical Maintenance/Check	End Date : 14-05-2018	<input checked="" type="checkbox"/>
Medium	Followup with Contractual Vendor for Bill Submission	End Date : 16-05-2018	<input checked="" type="checkbox"/>
Medium	Followup with Finance for Vendor Payment	End Date : 15-05-2018	<input checked="" type="checkbox"/>

Where UnitXPro can help

6 Quality Audits



Digitized tasks across all functions help staff follow calenderized checklists, enabling managers track KPIs in real time and manage by exceptions.



Knowledge/ learning resources can be added for the officer to check - evidence can be easily collected and stored (archived for easy retrieval).



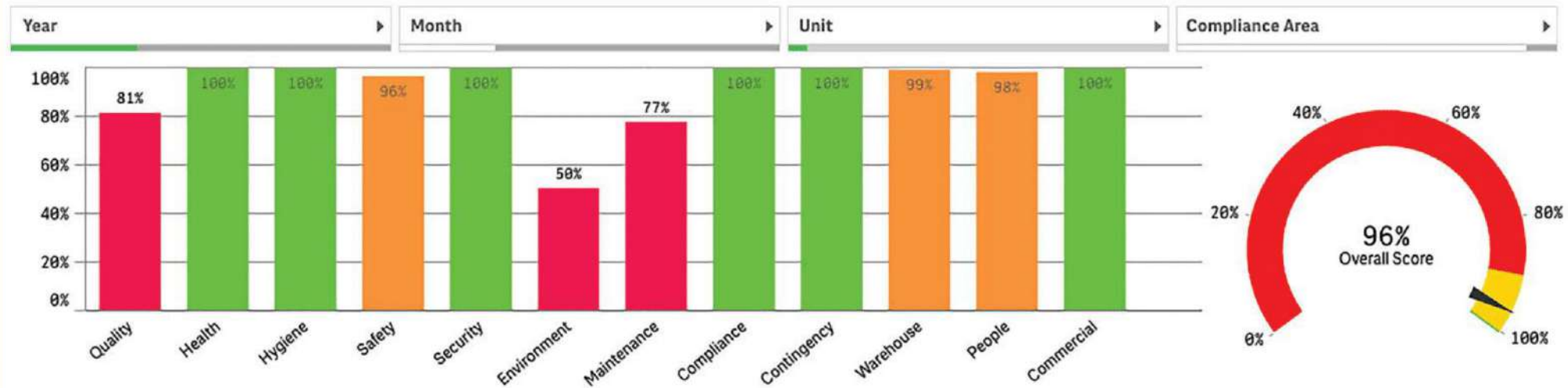
Task responses can be customized to ensure continuous improvement program for processes if any audits are failing or not performing to expected levels consistently.



Innovations can be applied to save costs or reduce risks on making the processes and tasks conducted to achieve a successful HSEQ audit.

Real time audits

SQVI - Analysis



Where UnitXPro can help

7 Root-cause analysis



Responding quickly to the voice of the customer leads to better service, timely response and continuous improvement



On receiving any complaints, incident is recorded immediately and the supervisor is notified with a ticket, linked to an escalation matrix.



The priority of addressing these incidents can be rationalized based on type of incident, and other parameters.



Over time, patterns of incidents can identify the root causes of the problem, enabling managers to identify and rectify this.

Complaint Management

Add Request Type

Please fill all the mandatory fields.

Select System

Select Category

Name

Description

Email Configuration

Mailing List To

Mailing List CC

Add Request Sub Type

Select Request Type

Description

Name

Resolution Time (Hrs)

Level	Positions	User	Duration (Hrs : Min)
Level 0	Assistant Manager Production CEO Customer service Officer	2 checked	1 : 00

Request Sub Types

Request Type	Request Sub Type Name	Description	
Foreign Object	Stone	Stone	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Foreign Object	Thread	Thread	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Foreign Object	Bone	Bone	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Foreign Object	Feather	Feather	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Foreign Object	Hair	Hair	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Foreign Object	Worm / Insect	Worm / Insect	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Foreign Object	Plastic	Plastic	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Food Safety	Others	Others	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Quality	Product Quality	Product Quality	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>
Quality	Packaging	Packaging	<input type="button" value="Edit"/> <input type="button" value="Add"/> <input type="button" value="Delete"/>

Total Count : 91

1 2 3 4 5 6 7 Next

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Where UnitXPro can help

8 Risk management



Enable crisis management capability across all relevant positions



Facilitate internal audit and compliance to company policies (insurance, safety, attrition)



Manage and ensure compliance with all external regulations (licenses, municipality)

Reduce risk, increase compliance

The screenshot shows the 'Task List' screen of the UNITXPRO app. A modal window titled 'W.I.D.A.Q' is open, displaying contact details for three individuals. The background shows a task list for May 14, 2018, with tasks like 'Order seafood' and 'Followup with Finance for Vendor Payment'.

W.I.D.A.Q

Contact Details 1:
Raj Bhagwe
Cluster Manager - West
9167992438
rajb@rkfoodland.com

Contact Details 2:
Sandeep Palays
Deputy General Manager - Business Excellence
9833667733
sandeep@rkfoodland.com

Contact Details 3:
Bala Iyer
Head - Operations (FMCG & Transportation)
9930368011
balas@rkfoodland.com

Task List (May 14, 2018):
Tasks: Order seafood, Followup with Finance for Vendor Payment, Monthly Staff Attendance Report.
Status: Pending: 21, Completed: 0, Not Completed: 0, Expired: 0.

The screenshot shows the 'PLANET' app interface. It displays a list of clusters under the heading 'Clusters'. A bar chart titled 'Tasks by Status' is visible, showing the number of tasks across different completion percentages.

PLANET
Roy Louis
roy.lmcgadmin@planetintech.com
Unit Owner

Clusters:
Accreditation and Certification
Audits
Insurance
Licenses Permits and Registrations
Shops and Establishment Act and...
Food Safety and Standard Authorit...
Factories Act, 1970
Contract Labour (Regulations and...
Trade License
Legal Metrology Act
Agricultural Produce Market Com...
Import Export Code (IEC)
Gram Panchayat
Consent from Pollution Control Bo...
Road Tax
Vehicle Fitness
Goods Carrier Permit
National Permit
Pollution Under Control (PUC)
Green Tax

Important Dates:
Holiday List is not available for current year.

Tasks by Status:
Bar chart showing Number of Tasks (0 to 4000) vs Percentage (0-20% to 81-100%). The 0-20% bar is the highest, reaching approximately 3500 tasks.

The screenshot shows the 'Petty Cash Statement' screen of the UNITXPRO app. It displays a detailed view of a cash statement, including duration, start and end dates, tolerance, and a risk assessment.

Petty Cash Statement
Duration: 1.0 Hrs
Start Date: 14-05-2018
End Date: 15-05-2018
Shared Count: --
Type: Closing
Event Type: Controllable
Budgeted Cost: 0

Risk: No Visibility of Cash Utilization at Unit

Penalty: Impact on your daily scorecard - performance

L: Assistant Manager
R: Accountant
C: General Manager
I: Chief Executive Officer
Client: PepsiCo India Holding Pvt Ltd(beverages)
Unit: Corporate

Completed: 0.0 %

Task List (May 14, 2018):
Tasks: Followup with Finance for Vendor Payment, Monthly Staff Attendance Report.
Status: Pending: 21, Completed: 0, Not Completed: 0, Expired: 0.

Where UnitXPro can help

9 Actionable analytics



All activities, reports, complaints, observations are aggregated into one system



This enables managers to track progress on KPIs, view detailed analytics and act on areas that need their expertise and attention



All in real time.

Analytics



Business Metrics - Risks to Achieving Company Goals

Year	Month	Date	Location	Unit	Company
------	-------	------	----------	------	---------

Brand

0.87%

Cash

0.42%

Growth

0.02%

Resource Management

0.10%

Sustainability

5.14%

Total Tasks

12,747

Tasks Not Done

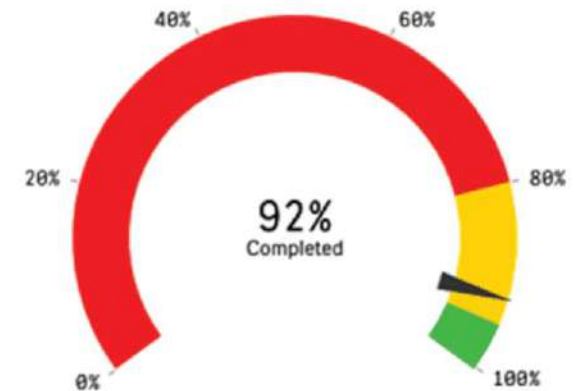
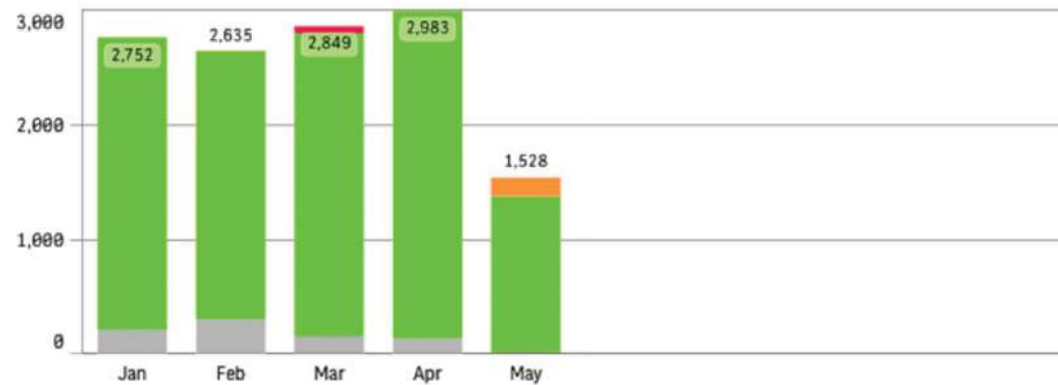
835



Task Performance

Year
Month
Date
Location
Unit
Position
Task
User

Completed
Not Completed
Pending
Expired

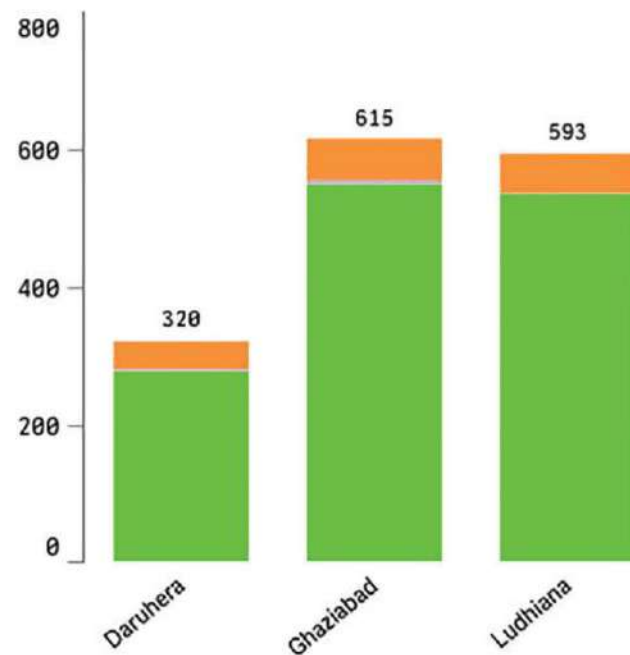


Month	Total Task	Completed	% Completed	Not Completed	% Not Completed	Expired	% Expired	Pending	% Pending
Totals	12747	11753	92%	65	1%	770	6%	159	1%
Jan	2752	2551	93%	1	0%	200	7%	0	0%
Feb	2635	2342	89%	2	0%	291	11%	0	0%
Mar	2849	2645	93%	60	2%	144	5%	0	0%
Apr	2983	2855	96%	0	0%	127	4%	1	0%
May	1528	1360	89%	2	0%	8	1%	158	10%

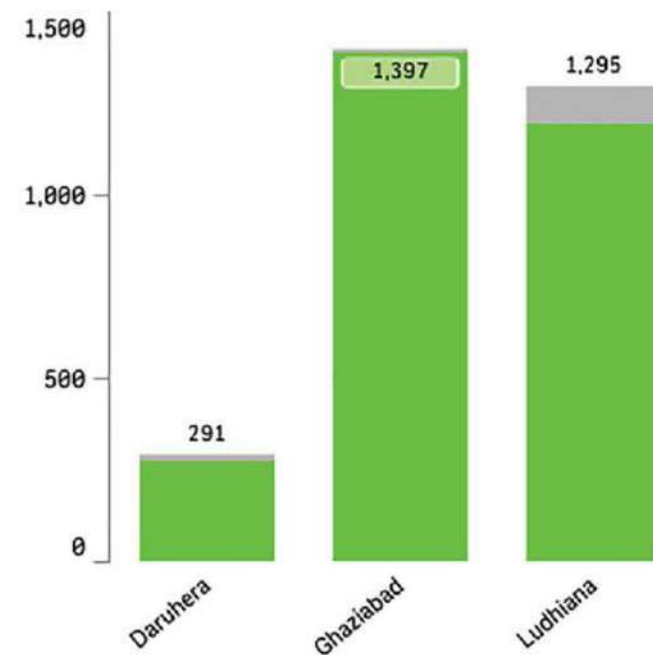
Tasks by Unit Comparison (Current Vs Last Month)

Year	Month	Date	Position	Task
------	-------	------	----------	------

Current Month - May 2018

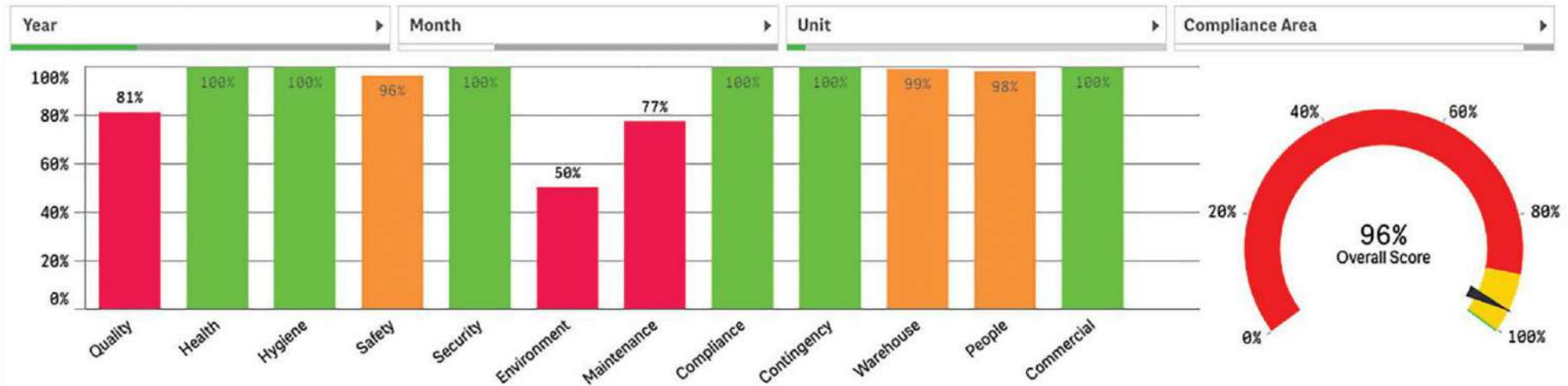


Last Month - Apr 2018



Completed Not Completed Pending Expired

SQVI - Analysis



MAKING YOUR BUSINESS MORE EFFICIENT WITH UNITXPRO

WHATEVER
YOUR GOALS

WHATEVER
YOUR SIZE

UNITXPRO
PROVIDES FIT TO
PURPOSE
SOLUTIONS

Increase Productivity

Maintain Continuity

Optimise Processes

Reduce Risks

Control Costs

Enable Innovation

Build Brand

Enhance Relationships

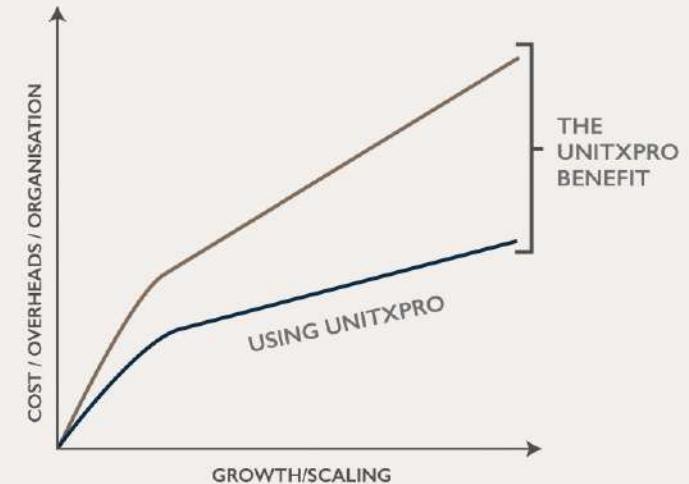
UNITXPRO

A cloud-based enterprise solution to track and manage business vision and mission via:

- management of operational touch-points;
- systematic layout of functions and processes;
- holistic view of organisational compliance



SAVE COSTS, INCREASE PRODUCTIVITY



UNITXPRO: FEATURES

DATA DRIVEN

Provides actionable information based on evidence, not on an individual's perspective

PRESCRIPTIVE ANALYTICS

A solution that highlights the course of action to be taken for a situation

CONTINUITY

Preserves organization memory and knowledge

EMPOWERED PEOPLE

An information-enabled work resource with reduced cost structures

BEST PRACTICES

Processes aligned to the best practices standard of each industry

UNITXPRO: BENEFITS



UNIFORMITY

Ensures uniform way of working across all units



TRACKING

Evidence driven KPI tracking for all positions in the unit



OPTIMISATION

Optimize Business Processes based on exemplary units



ASSESSMENT

Unbiased assessment of all units in real time



EFFICIENCY

Reduced turn around time for operationalizing or transitioning units



RISK REDUCTION

Improve accountability and reduce organization risks like compliance related, safety, attrition, etc.

- Smart integration with existing ERP systems
- No re-engineering of processes
- Realize benefits in real-time
- Shorter turnaround time in operationalizing units
- Easier, quantifiable talent management
- Easy to manage inorganic growth
- Empowered and enabled unit managers

15%

Reduction in costs

36%

Reduction in risks

60%

Reduction in tasks not completed

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