KOPIS



HAWKERS
Asian Street Fare

Hawkers Asian Street Fare is a vibrant, Asian-street-food inspired dining occasion. HAWKERS aims to redefine the Asian dining experience within the fast-casual dining market with diverse offerings of hand-crafted food and beverages, street-inspired ambiance, and a uniquely insightful approach to guest service.

CHALLENGE

Hawkers had a complex data import process for their restaurant POS system that relied on logic in Power BI and Excel that was based on inaccurate and incomplete data. They needed to automate the data import, fix syncing issues between locations and be able to auto-adjust data based on thresholds.

SOLUTION

The Kopis Power BI team transitioned all Hawkers Excel and Power BI data into SQL server to eliminate their complex Excel sheets. This then allowed the team to rewrite the sync process and move all steps into a single import process to address their long sync times. Then we changed the import process and modified the process to be location based to streamline data collection between locations.

We then helped Hawkers interview and hire their own BA that we continue to support.

TECHNOLOGY

MS SQL Server, MS SSIS, AWS S3 CLI, MS Excel, MS Power BI

TEAM

Development effort: 133 hours
Team size: 4 members (3 Software Engineers, PM)

RESULTS

- Improved the sync process to 30 seconds rather than 30 minutes plus
- Setup several new alerts: 1) a job failure notification in case the import process flat out fails, 2) location alert to let them know whenever they get a day of data with less locations than the previous days, and 3) an alert to let them know when they need to MAP values from Toast POS to a more user-friendly value.
- Implemented an auto-recover process
- New locations are added quickly by adding a location to a location dimension table rather than hard coding
- Created a Powershell API process to sync GL data from Restaurant365 to the SQL server

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As a courtesy to our clients, please reach out to Kopis before contacting any references so we can facilitate introductions.