Zoho Projects

ZOHO

Case study

Lunchbox meets Zoho Projects

a delectable collaboration

LunchBox

Shaun Markus Lee
CEO - LUNCHBOX ASIA

STORIES

The company

Shaun Markus Lee, founder of Lunchbox, operates in the restaurant industry in Singapore. Lunchbox Smart Restaurant App is **Singapore's fastest-growing Android POS**, with over 500 outlets onboarded within its first year. The POS equips restaurants with the efficiency of an international fast food chain, offering more than 300 features suitable for any F&B setup, including full service, quick service, self Service, grocer retail, and cloud kitchens. Lunchbox was created to address the lack of comprehensive solutions available in the market that catered to the specific needs of F&B operators.

"We reduced our manual work by 80% actually "

LunchBox

The challenges

Lunchbox identified five key problem areas they wanted to address:

Lack of a comprehensive solution

Lunchbox aimed to empower restaurants with a single device to manage front-of-house operations, as no suitable solution existed in the market. It needed a comprehensive tool that could handle various aspects of the business.
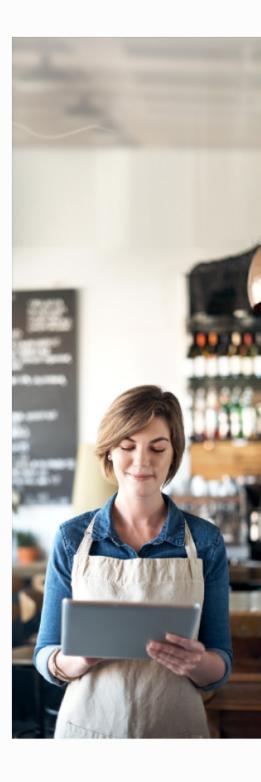
Affordability

The goal was to provide an affordable point-of-sale solution to SMEs and MSMEs, making it accessible instead of a luxury. Lunchbox aimed to serve the F&B market that truly needed the right tools to improve productivity.

Data continuity

Restaurants faced challenges with disparate platforms and devices that did not communicate with each other, hindering data analytics and operational insights. Lunchbox wanted a solution that would allow seamless integration and provide a unified view of its data.

Future-forward vendor

Lunchbox aims to be the reliable vendor at the get go that consistently adds relevant features to support the evolving needs of the F&B industry. You need a partner who continuously enhances its solution, and provides updates to meet the changing requirements of your business.

Zoho Projects

The solution: How Zoho Projects helped

Lunchbox turned to Zoho Projects to address its challenges effectively. Zoho Projects aligned with Lunchbox's principles, providing a comprehensive solution for managing organizations. By leveraging various Zoho products, Lunchbox was able to streamline its operations and overcome its challenges. The business implemented several Zoho applications for this.

Zoho Projects

Lunchbox used Zoho Projects for project management, ensuring consistent standard operating procedures (SOPs) across the team, and to serve as a centralized source of information. It allowed the team to track tasks, monitor progress, and collaborate seamlessly.

Zoho Books

Lunchbox employed Zoho Books for its accounting and billing needs. It provided them with an integrated platform to manage financial transactions and generate invoices efficiently.

Zoho Sign

Lunchbox utilized Zoho Sign for document signings. It enabled users to sign electronically, and send contracts, agreements, and other important documents, saving time and eliminating the need for manual paperwork.
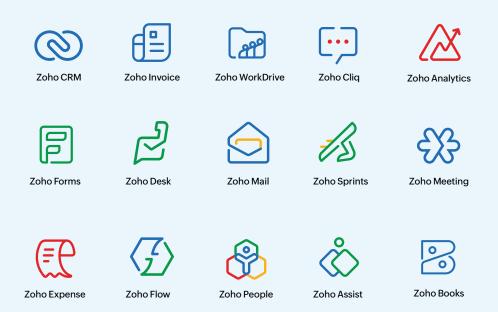
Zoho SalesIQ and Zoho Desk

Lunchbox used Zoho SalesIQ and Zoho Desk for its customer service. These tools allowed the team to engage with customers in real time, provide support, and manage customer enquiries effectively.

Zoho Analytics

Lunchbox integrated data from various sources into Zoho Analytics, which provided a unified dashboard to analyze and visualize business data. It helped Lunchbox gain valuable insights into its operations, customer behavior, and financial performance.

Zoho CRM	Zoho Invoice	Zoho WorkDrive	Zoho Cliq	Zoho Analytics
Zoho Forms	Zoho Desk	Zoho Mail	Zoho Sprints	Zoho Meeting
Zoho Expense	Zoho Flow	Zoho People	Zoho Assist	Zoho Books

By adopting Zoho Projects and integrating it with other Zoho applications, Lunchbox was able to automate key business processes, such as restructuring SOPs, managing customer support tasks, and streamlining billing processes.

Benefits
and ROI

The implementation of Zoho Projects
had a significant impact on Lunchbox.

Standardization and efficiency

Zoho Projects allowed Lunchbox to standardize their operational SOPs to the smallest detail. By having a centralized system for managing tasks and processes, Lunchbox increased productivity and efficiency in their highly competitive industry.

Seamless collaboration

With Zoho Projects, the need for in-person meetings and face-to-face updates diminished. Team members became accountable for updating the system, enabling seamless progress tracking and collaboration across different locations.

Integration and insights

Zoho's suite of tools, including Zoho Books, Sign, SalesIQ, Desk, and Analytics, provided Lunchbox with a tightly integrated ecosystem. By consolidating data from various sources, Lunchbox gained a holistic view of their business, allowing them to make informed decisions and identify areas for improvement.

![Zoho Projects logo]

Looking forward

Zoho Projects, in conjunction with other Zoho applications, helped Lunchbox achieve standardization, amplify productivity, and enable smooth collaboration across their organization. The expansive suite of Zoho tools provided invaluable insights and enhanced the overall effectiveness of their operations.

Armed with a myriad of extensive features, numerous integrative capabilities, and a user-friendly interface, Zoho Projects proves to be a must-have solution for organizations looking to augment their efficacy and attain success in today's competitive business landscape. Lunchbox plans to continue using their Zoho ecosystem to grow their business.

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Projects