



# PUTIEN trades paperwork and overtime for speed, consistency, and proof with Nimble

PUTIEN began in 2000 as a humble Singaporean coffee shop started by Fong Chi Chung to serve authentic Heng Hwa (Putian) cuisine from his hometown in Fujian, China. Missing the fresh, simple seafood-focused dishes of his coastal village, he hired chefs from Putian, and the eatery, named after the city, gained popularity for its signature dishes like Lor Mee and Bian Rou soup.



PUTIEN grew into a global restaurant chain, earning a Michelin star and expanding internationally due to its commitment to fresh, seasonal ingredients and traditional recipes. That's why PUTIEN Indonesia, which has been around since 2006, strictly implements SOPs for 6 outlets to ensure that every dish served and every service provided is of high quality.

## AT A GLANCE

-  Food and Beverage
-  Casual Dining Restaurant
-  6 locations across Indonesia

## RESULTS

- 70% transportation costs saved due to overtime
- 67% faster frontline inspections process
- 100% elimination of paper



Nimble allows us to receive information and reports from outlets in real-time, making internal communication more efficient. As a bonus, we became a paperless company.

**Andri Indriawan**  
Operations Manager  
PUTIEN

## CHALLENGES

Putien has to pay attention to every detail, from how the food is made to how the customers are treated, in order to serve high-quality dishes that reflect cultural heritage. Previously, Putien stores manually followed SOPs using pen and paper. The downside:

### Sloppy Frontline Execution

Every day, at opening and closing times, each store manager spends 30 minutes doing an inspection with 180 questions about the back of the house (BOH) and the front of the house (FOH).

### Tangled Data Verification

The store manager takes a picture of the problem at the outlet to prove it and sends it to the WhatsApp coordination group.

### Unproductive Operations Manager

The operations manager spends 2 to 3 hours a week putting together data from different places, like manual checklists, WhatsApp, and emails, for reports for the weekly meeting.

Putien needs help with technology to save time and money because it takes so long and costs so much to verify and report both directly and indirectly.



## OUTCOMES

Nimble provides digital tools to help Putien put its SOPs into action. All of Putien's line checks are now digital thanks to Nimble. Each staff member only needs to use their phone to check the line.



The digitization of the questionnaire allows for specialization in the line examination area, which means that **inspections can cover more ground in less time.**



As a way to verify the reports, staff must use Nimble's Live Photo feature to take pictures during the inspection. **This makes sure that each report is honest and correct.** If there is a problem, it will make a new "Slack channel" and automatically assign a user to it. Should the issue remain unresolved for an extended period, Nimble will escalate it.



The Putien Management team can easily gather data and monitor KPIs with Nimble's Analytics Dashboard, **eliminating the need for manual weekly reports.**

With these changes, the management team can focus on making important business decisions based on data, taking corrective action, and making plans to stop problems from happening in the first place.

## RESULTS



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