



# How Boncafe is Preserving Oma Sugita's 48-year Legacy, One Task at a Time

**84%**less time on  
daily routines**100%**centralized visibility  
across SurabayaFaster response  
through automation  
& smart notifications

Founded on February 28 in 1977, by Mr. Sugita and Mrs. Evelina Natadihardja - known as Opa and Oma Sugita - Boncafé started as a small café on Gubeng Street in Surabaya, Indonesia. Boncafé comes from the French words "bon," meaning good, and "café " referring to an establishment that serves as a social gathering spot. Their goal was to create a place for good food and warm memories to be built.



## AT A GLANCE

 Food & Beverage Casual Dining 7 locations in  
Surabaya

Customers have loved the brand for over 40 years because of its consistent quality and heartfelt service as well as their famous steak, which blends European tradition with Indonesian flavor. Today, the family's third generation carries on Oma's standards, partnering with Nimbly to preserve and optimize its excellent standards across every store.



Nimbly is an essential part of our secret recipe. It lets every Bon Chef step into any store, on every shift, as if they were right there. That's how we keep the Boncafé promise alive.

**Stephan M. Tanaja**

Chairman, Boncafé Group

## The Challenge

Manual workflows hindered operations as Boncafé scaled and grew. Completing manual checklists wasted staff's time, which instead could be used to connect with loyal and new customers.

### ① Inefficient Operations Routine

Daily routines comprised 38 minutes per shift that could have gone to guests. The need to perform manual checklists and compile validation from various channels took away valuable time.

### ② Communication was fragmented

The Head office and stores often lost synchronicity, leading to disputes due to lack of communications. For example, a chiller would stay open longer than it should (considering optimal preservation) if a team assumed someone else would enter after them and not lock it leading to potential food waste if it became spoiled.

### ③ Decisions leaned on intuition

Managers relied on intuition rather than data, as insights came too late whether it was related to promotions or new dishes.

## Solution

Bon Chef (the Bon Cafe team) now spends more time with guests instead of checklists creating more meaningful interactions. Managers respond faster, with precise data instead of scattered notes. Every store delivers the same Boncafé standard, making Oma Sugita's values of good food and warm service consistent across Surabaya.

### Nimbly freed Bon Chef to do what they do best

Led by Ibu Riensal Ariandi Rejeki, Quality Assurance Manager. BonCafe's daily routine was reduced from 45 to 7 minutes (84% faster). How we do it:



#### Sharper checklists

Boncafé trimmed about 50% of the checklist items. Duplicates were merged, and low-risk checks were moved to weekly or monthly. Staff now spend less time on routine and more time with guests.



#### Walk-path flow

The routine follows the store layout. Staff walk through each zone in order, with almost no backtracking. The flow is smoother, with fewer interruptions, and matches how the store works.

With Nimbly, every store runs from the same source of truth. Managers see live photos and videos to confirm standards, and disputes are avoided. Dashboards highlight risks early and show which stores and staff are performing best.

### Key takeaway

Boncafé proves that heritage and modern operations can grow together. With Nimbly, routines are 84% faster, staff gain back 38 minutes per shift, and seven stores run as one.