

Unifying Workforce Operations to Support Multi-Location Growth

The Client

A Montreal-based restaurant chain with 150 employees across three locations, preparing to expand to a fourth after experiencing rapid growth from a single-location operation.



Challenges

- › Payroll, scheduling, and HR operated across disconnected systems with separate workflows and ownership.
- › Payroll processing varied by location, creating administrative inefficiencies and inconsistent oversight.
- › Employee data required manual reconciliation across systems, limiting visibility and increasing operational complexity.
- › Leadership lacked a scalable workforce infrastructure to support continued expansion without adding headcount and risk.

Solution

- › Consolidated payroll, HR, and scheduling into a single integrated workforce management platform.
- › Centralized payroll operations under corporate HR and executive leadership to improve consistency and oversight.
- › Implemented scheduling tools directly connected to payroll to streamline workforce coordination across locations.
- › Standardized onboarding, payroll, and compliance workflows across all restaurant operations.
- › Provided ongoing operational and compliance support to support scalable multi-location growth.

Results

- › Fully consolidated payroll, HR, and scheduling into one system across all locations.
- › Reduced administrative workload by eliminating manual data reconciliation.
- › Improved payroll accuracy and operational consistency across locations.
- › Avoided the need to hire an additional payroll resource during expansion.
- › Strengthened workforce visibility, compliance oversight, and operational scalability.

Business Impact

By aligning systems, processes, and operational ownership, the organization established a scalable workforce infrastructure to support continued growth. Leadership now operates with greater visibility and control across locations while internal teams spend less time managing systems and more time supporting business expansion.