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▲ ATlassian Platinum Solution Partner

Transforming Restaurant Technology Operations with Atlassian Cloud

Togetha Solves Scale & Legacy Challenges: Transforming a Major Australian QSR's Service Management with Atlassian Cloud



About the Organisation

The client is the Australian subsidiary of a major North American quick-service restaurant (QSR) chain. With **over 800 restaurants across Australia**, serving **millions of customers weekly**, the business generates more than **\$2 billion in annual revenue**.

As a large multisite retail operation, they rely heavily on stable restaurant technology to maintain service continuity including POS systems, digital signage, routers, kitchen devices, and more.

The Challenge

The client was using a legacy Cherwell-based solution to manage technology incidents and service requests across its national restaurant network. Over time, the system became:

-  **Expensive to maintain**
-  **Difficult to integrate** with the organisation's product management tools (Jira, Confluence)
-  **Not mobile-friendly**, creating inefficiencies for both head office and restaurant staff
-  **Disconnected from external supplier systems**, requiring manual routing and follow-up



Additionally, managing technology support for 800+ locations required a platform that could:

- Dynamically update which restaurant staff members were authorised to raise and view tickets
- Connect seamlessly to HR, supplier, and asset systems
- Scale efficiently as the organisation expanded

After evaluating several products and service providers, the client selected Togetha's Atlassian Cloud solution for its flexibility, scalability, and seamless integration with existing systems.

Jira Service Management

To explore a deeper comparison of modern ITSM platforms, download our full white paper: **"Cut the Complexity of Ivanti Neurons — Switch to Jira Service Management."**

 [Click here to find out more](#)

Why Togetha Was Selected

The client chose Togetha due to our:



Deep expertise in IT Service Management on Atlassian



Strong focus on automation and efficiency



Compliance-aligned configuration approach



Co-delivery model, Embedding Best Practices and Client Capability

This collaborative delivery approach ensured that both business and IT teams gained confidence and capability throughout the engagement.

The Solution

Togetha delivered an integrated, cloud-based service management solution designed to streamline restaurant technology operations and reduce downtime.



Key Capabilities Implemented

1. Efficient Incident Capture & Routing

The system captures essential details for each incident and automatically routes requests to the appropriate internal teams or local service providers.

2. Extensive External System Integrations

To address operational complexity at scale, the solution integrated with multiple external systems, including:

- Supplier management systems (e.g., Salesforce, email-based suppliers)
- HR systems to dynamically manage restaurant staff access
- Asset repositories that identify device types, locations, and installed equipment

These integrations enabled faster, more accurate routing and reduced administrative work for restaurant managers.

3. Collaborative Delivery & Iterative Improvements

Togetha and the client formed a joint team consisting of business representatives, IT members, and service desk staff. Deliverables were managed through sprint-based iterations.

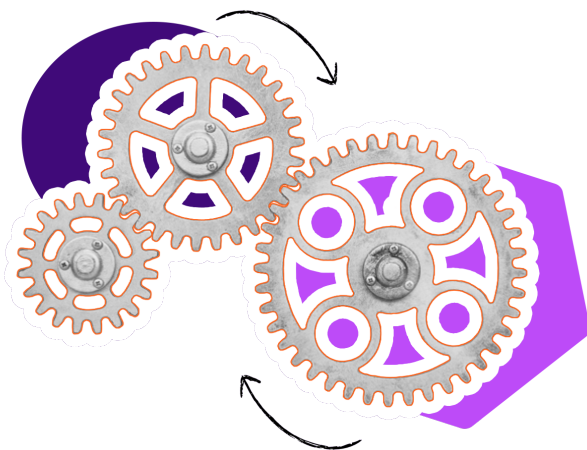
Complex configurations were designed and implemented by Togetha, documented, and shared to allow the client's team to reuse components for future enhancements.

4. Change Management & User Adoption

Rolling out a new platform to hundreds of restaurants required careful user engagement. Togetha facilitated:

- Feedback sessions with restaurant, business, and IT representatives
- Iterative adjustments based on real-world usage
- A controlled rollout starting with a handful of locations, scaling up to 50 restaurants per week

This structured approach increased user adoption and reduced resistance to change.



The Results

The success of the solution led to further enhancements, including:

- **Quoting workflows** for pre-approved restaurant technology equipment
- **Integration with Qualtrics** to automatically route customer complaints to restaurant managers, including refund and coupon processing via payment gateway integration
- **Additional HR integrations** to streamline onboarding of restaurant staff
- **Operational efficiencies** that reduced downtime and management effort across the national network

The client continues to engage Togetha for ongoing improvements, recognising the value delivered and the long-term partnership approach.

Working With togetha

Togetha was named the client's 2024–2025 IT **Supplier of the Year** for our significant impact on their operations and digital transformation. Our mission is simple: **help organisations "Work Better Together"** by enabling effective team collaboration and increased delivery through correctly configured tools.

To explore how Togetha can support your organization, please [reach out to us here](#).

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