



# UMOE™ RESTAURANTS

## It takes 90 seconds to serve a Whopper® — It takes 100+ contracts to be prepared

When you walk in and ask for a Whopper® and a Coca-Cola at Burger King in Oslo, it takes less than 90 seconds for Marit to take your order, serve you with a smile, and clear the payment. No wonder it's called fast food.

**Ever wondered about the setup, and the myriad of contracts and agreements, that makes this possible?**



### Employee contracts

Marit is employed on a part-time contract. And so is her colleague working the grill. Their shift manager Tove is on a full-time contract, as is the restaurant manager Per.

### Franchise contracts

This particular restaurant is owned by King Food AS who holds the master franchise from Burger King. Other restaurants are owned by local franchise takers, all governed by franchise agreements.

### Procurement contracts

The Whopper® burger and its siblings are made of high-quality Norwegian beef and ten other carefully selected ingredients — all procured on the basis of contracts with 15 suppliers.

### Logistics contracts

Fresh ingredients are paramount, and a local distribution company secures regular deliveries — based on a contract.

### Service contracts

During daytime the restaurant is well visited, and at night it is protected by Securitas — based on a contract. In early morning it is cleaned by a local cleaning company — based on a contract. The coolers and drinks dispensers are serviced by Coca-Cola — based on a contract.

### Property lease contracts

Add to that the lease for the restaurant itself. Knowing when to renew, renegotiate, or cancel restaurant leases is a business critical process at UMOE.

### Utility contracts

Plus the contracts for the payment terminals, the electricity, the phone, the free Wi-Fi and more.

### 100 contracts

In fact it takes more than 100 contracts and agreements to serve you a juicy Whopper® in just 90 seconds. 100 contracts and agreements that need to be negotiated, filed, monitored, and renegotiated in due time.

That's why Umoe Restaurants, the company behind strong brands like Burger King, Starbucks, Peppes Pizza, and TGI Fridays, turned to Next® Contracts. Next® Contracts means contracts and agreements without the hassle.



Our industry is highly competitive, and leaves no room for excessive cost, avoidable errors, or operational risk.



— Henry Karlsen, CIO, Umoe Restaurants

## Facts

**Founded**  
1975

**Restaurants**  
400

**Employees**  
9,000

**Industry**  
Restaurants

**Countries**  
3

**Revenue M€**  
440