

 harri

CW Strong, a rapidly growing franchise business with ambitious expansion plans, relies on Harri's platform to streamline operations, ensure compliance, and empower their managers. We spoke to company President Cody Wong to explore how Harri has been instrumental in CW Strong's journey to becoming a leading franchisee for Dave's Hot Chicken.

CW Strong: Fueling Rapid Expansion and Compliance Excellence with Harri

Tech Infrastructure for Ambitious Growth

CW Strong has set aggressive expansion targets, aiming to increase their Dave's Hot Chicken locations from 15 to 20 by the end of 2025, and ultimately reach 40 by 2027. To support this rapid growth, CW Strong needed a robust technology infrastructure that could scale with them.

Cody Wong, President of CW Strong, recognized the value of a comprehensive tech ecosystem. Harri has been a key component of this ecosystem.

Navigating Compliance with a Robust System

Compliance with labor laws and regulations is a significant concern for any business, especially in regions like California, where lawsuits are frequent. When businesses can potentially face an average of one to two lawsuits per week, Harri's workforce management system has proven invaluable in mitigating risks and managing compliance challenges.

Harri's system maintains detailed records of employee data, biometrics, and scheduling, creating a comprehensive audit trail. This data is crucial when responding to audits and lawsuits.

CW STRONG BY THE NUMBERS

- Manager overtime cut in half from 15 to 7 as a result of area leaders using reports to track with real time alerts
- Meal break premiums reduced by 25%
- Eliminated time theft as biometric log ins meant it no longer allowed for managers to create "ghost employees"

"A tool like Harri has always been able to customize, integrate, work with other tools, to the point where... it's just kind of like plug-and-play. It doesn't really matter what brand it is. I can take them, use the same set of tools... and essentially be off and running with a new brand."

This "plug-and-play" capability allows CW Strong to integrate Harri seamlessly with other systems, ensuring a smooth transition for new locations and enabling efficient management across the brand. This integrated approach allows for standardized processes and data-driven decision-making, crucial for managing a growing number of locations.



*And that's where Harri hugely comes into play: they help keep all clock-in data and the biometrics. If ever there is a case where we need to investigate something, **we have the data we need easily** and issues can be quickly resolved."*



Empowering Managers with User-Friendly Tools

The usability of Harri's platform has been a key factor in its successful adoption by CW Strong's management team. Despite initial concerns about whether older demographics in the team would struggle with the technology, Harri has proven to be intuitive and user-friendly.

Managers use Harri for scheduling, forecasting, and tracking sales per hour, enabling them to make data-driven decisions."...there are so many things in the tool that are extremely helpful and it allows the GMs and DMs really to kind of have all that data at their fingertips and really make impactful decisions..."

For instance, managers can identify understaffed or overstaffed periods, adjust schedules accordingly, and ensure efficient operations. This not only optimizes labor costs but also enhances customer service.

Harri provides a centralized platform for data management, eliminating the need to juggle multiple systems. This has significantly improved efficiency and accuracy in reporting and decision-making.

The platform allows managers to shift from relying solely on "gut instincts" to making informed choices based on real-time data.

Ultimately, Harri has become a valuable tool for CW Strong, supporting their expansion, ensuring compliance, and empowering their managers to drive operational excellence. The platform's usability and comprehensive features have enabled CW Strong to navigate the challenges of rapid growth and maintain a strong foundation for future success.

