

Bone Daddies achieve 10% sales uplift from Fourth's Revenue-Based Scheduling.



Bone Daddies use Fourth's AI-driven Revenue-based Scheduling to hit their efficiency goals, while giving staff more time to delight guests.

**1.2% reduction
in Labour costs.**

**7.6% Uplift in sales
per labour hour.**

**Reduced admin
time for managers.**

"We want all of our staff to spend their time making people happy with food and drink, not on a computer; but we also need efficiency and for the numbers to stack up. Fourth enables us to do both."

Paul Black
Finance Director
Bone Daddies



Customer Profile:

Bone Daddies Group boasts three London-based brands with very different Japanese food themed concepts. As well as its Bone Daddies ramen bars which make up most of its estate, it also runs two Japanese Izakaya restaurants, Flesh & Buns. Their final concept is Shackfuyu, which started out as a pop up and is now a firm fixture in Soho.

Bone Daddies

Customer: Bone Daddies**Industry:** Restaurant**Locations:** 10**Employees:** 400**Fourth Solutions:** Scheduling, HR & Payroll, Analytics**Challenges Faced:**

As the group expanded from one site to five throughout central London, it became obvious their scheduling processes were no-longer fit for purpose. The management team needed to effect meaningful change.

- Forecasting revenue was becoming increasingly challenging, with inconsistent results negatively impacting labour and stock management.

- As a people-centric business, Bone Daddies recognised that managers, trapped behind computers, weren't using their time most effectively. The group sought to reduce the admin burden, to enable staff to focus on customer service.
- With Brexit and Covid creating an industry-wide labour shortage, deploying skilled team members effectively, to maintain guest experience, became a key focus.

Solution:

Fourth was already known to members of the operations team, and its reputation as a trusted, reliable solution for workforce management made it the obvious choice for Bone Daddies.

Bone Daddies selected Fourth's AI-driven [Intelligent Scheduling](#) alongside payroll, eClock T&A and analytics. The team worked closely with industry experts in Fourth's Productivity Consulting team to ensure implementation was as successful and effective as possible.

- AI revenue forecasts predict demand down to 30 min intervals, based on historical sales and known events.

- Custom workload rules map how deployment can be optimised to drive sales growth and reduce inefficiencies.
- The business has full visibility of metrics across departments, allowing them to easily identify areas of opportunity.
- Able to easily track productivity KPIs, allowing for bonus structures to be built around impactful behaviour drivers.
- Streamlining scheduling and workforce management processes reduces the demand on operational resources.

Results Achieved:

Since implementing Fourth's workforce management platform, Bone Daddies have achieved:

- **7.6% increase in sales per labour hour**
- **1.2% reduction in labour costs, despite 2023's NLW increase**
- **9.8% YoY sales uplift for the three quarters following implementation**

[Read more](#) about Fourth's Intelligent Scheduling solution.