Portillo's®

Peloton CONSULTING GROUP | Digital Transformation Realized.

Serving Up Success: Portillo's Moves to the Cloud for Growth and Innovation

Portillo's is an American fast-casual restaurant chain based in the Chicago area that specializes in serving Chicago-style food such as hot dogs, Maxwell Street Polish, and Italian beef at over 70+ locations.

🛡 Business Challenges

As Portillo's expanded beyond its Chicago roots, the company needed a modern, enterprise-level ERP system to support its aggressive national growth. The existing legacy tools created inefficiencies, requiring manual processes that slowed financial reporting and decision-making. With a business model more complex than traditional quick-service restaurants (QSRs), including a commissary operation, Portillo's required a fully integrated solution that could deliver real-time insights, improve reporting accuracy, and streamline operations. To sustain its expansion and enhance analytics capabilities, the company set out to transform its financial and operational processes with a scalable, cloud-based solution.

☁ Approach

With the goal of connecting people, processes, and technology, Peloton implemented Oracle Cloud EPM, ERP, and SCM. The initial phase involved EPM Planning, including Financial Planning and Sales Planning. This approach laid the foundation to drive efficiency across all financial business processes, including GL, AP, AR, Fixed Assets, and Cash Management, by leveraging Oracle Cloud ERP. Finally, Portillo's integrated their supply chain management with the help of Intellinum to support future requirements of the commissary, including Self-Service Procurement, Purchasing, Order Management, Inventory, Demand Management, and Manufacturing.

⚙ Business Impact

Portillo's successfully transitioned to a standardized, automated financial and manufacturing system designed for scalability. The new solution introduced seamless integrations across applications, eliminating redundant data and improving efficiency. With standardized processes in place, Portillo's can now drive automation, enhance reporting accuracy, and support its rapid expansion with a flexible, cloud-based infrastructure that ensures long-term growth and operational.

Summary

Leveraging Peloton's Retail expertise, Portillo's standardized and automated financial operations, allowing them to decrease implementation timelines, reduce risk, and accelerate time-to-value. Seamless automated integrations between all applications provided no redundant data and supported Portillo's plans for rapid expansion.