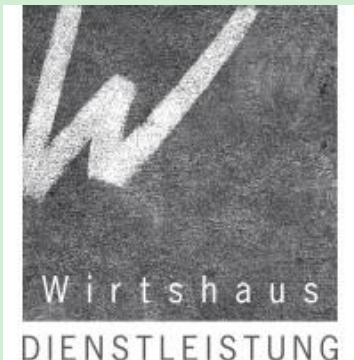


Digital Evolution in Central Kitchen Production

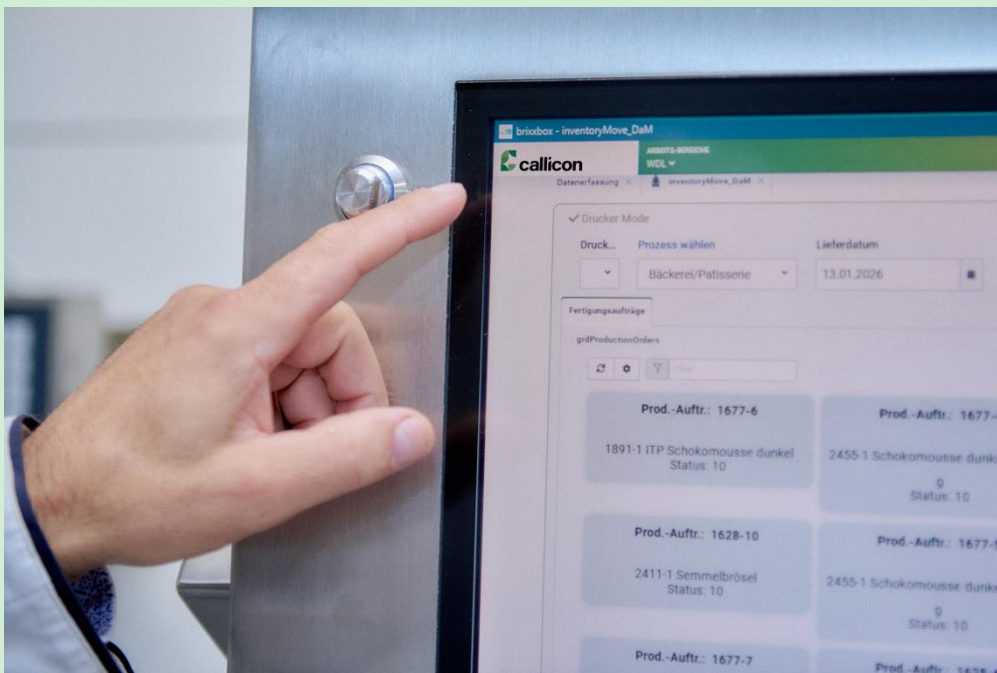
Agile process management through a low-code-based ERP system landscape and automated warehouse logistics



Case Study

About WDL

Wirtshaus Dienstleistungs GmbH (WDL), headquartered in Parsdorf with a central production facility in Brunnthal near Munich, is a highly specialized service provider for a wide range of food-service concepts. The company's unique selling point lies in its synergetic combination of craft disciplines: at a single site, WDL brings together a butchery, a patisserie, and a central kitchen. With this broad portfolio, the company supplies and advises a demanding customer network ranging from classic restaurants and catering to complex institutional catering. Given this diversity of craftsmanship and the high demands on freshness and quality, process control is a business-critical challenge.



Challenge: Overcoming Rigid System Boundaries

Before its technological realignment, WDL was hitting the limits of historically grown, siloed solutions in warehouse management, purchasing, and production. The main challenge lay in the dynamics of the industry: frequently changing menus, a large number of suppliers, and complex recipes called for a flexibility that rigid standard systems could not provide. Fragmented data structures and manual data-entry processes – via email, fax, or voice messages, for example – led to a heavy administrative burden and a higher risk of errors. Securing the long-term future viability of administration and production called for a technological transformation.

"When I used to create a new recipe for one of our restaurant customers, I had to go into five or six different programs in the merchandise management system. Today it's a single

interface that you navigate through hyperlinks – that's really quick to do."

- Felix Heuberger



The Technological Solution: The Integrated Low-Code Ecosystem

At the heart of the digitalization is the GastroMaster system, which for the first time creates a unified, valid, and versioned data basis for all business areas. This "single source of truth" enables automated data distribution to ERP, POS systems, webshops, BI/DWH, and the AI order portal, ensuring consistent data integrity and maximum transparency.

The low-code platform makes it possible to implement complex business logic in record time: process changes, new features, or regulatory requirements can be delivered within a few days. Business units and IT work closely together in a citizen-development approach, which noticeably accelerates innovation and enables adjustments during ongoing operations.

The solution has a particularly strong impact on production and production planning. The rolling 8-day plan uses real-time data from orders, inventory levels, and forecasts to derive precise production volumes and automatically pass material requirements on to purchasing. With multi-level costing, WDL also gains a powerful tool for financial control and pricing – based on daily raw-material prices and fully audit-ready cost structures.

Another efficiency driver is the digital management of reusable transport packaging, which records all inflows and outflows across the entire supply chain and automatically makes them billable. Production



weighing, labeling, and complete process documentation further ensure high product safety and full traceability – a decisive factor for HACCP and audits.

Thanks to the central reporting ecosystem, managers can access relevant KPIs, dashboards, and detailed analyses at any time. Thanks to low-code, new reports can be added quickly without costly BI projects.

In parallel, the order-picking process was fully digitalized through the use of mobile MDE devices and a purpose-built application. Employees are guided along optimized routes through defined picking zones, while barcode scanning of crate labels guarantees full product traceability. Once all items in a zone have been completed and the transport packaging recorded, the delivery note is automatically released for printing in the shipping office. This ERP-based solution restructures the entire shipping process and consistently eliminates manual sources of error.



Conclusion: A Low-Code Platform That Redefines Production and Logistics

The solution developed transforms WDL into a fully digital, highly automated production business:

- maximum flexibility for daily changes
- consistent data quality across the entire company
- an intelligent, AI-ready process architecture
- a significant reduction in manual tasks
- faster, more precise, and more cost-effective decisions

The combination of low-code, clean process design, and centralized data management creates a future-proof platform that can be continuously extended – enabling WDL to confidently master growth, product innovation, and customer expectations.

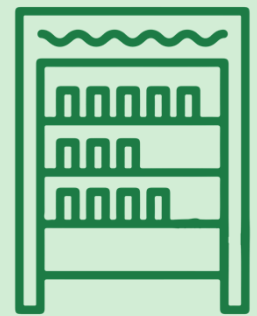
Results and Business Outcomes

By radically switching to an agile low-code architecture combined with AI modules, WDL achieved a significant transformation of its operational metrics:

- **Faster time-to-market:** Development time for new features was cut by up to 90%.
- **Highest data quality:** A “golden record” for item and partner data eliminated duplicates and ensured audit readiness.
- **Cost efficiency:** The cloud-native architecture lowers total cost of ownership (TCO) and reduces maintenance effort.
- **Process reliability:** Automated validation rules drastically reduced the error rate in master data management.

Connected Intralogistics: Automated High-Bay Warehouse

A central pillar of WDL’s technological realignment is the complete digital integration of intralogistics into the end-to-end process chain. The automated high-bay warehouse was connected directly to the ERP system via specialized WMS software. Putaway and retrieval orders are now generated fully automatically from operational processes such as goods receipt or production. The intelligent control system takes item-specific properties such as strength classes into account, actively influencing the movement parameters and speeds of the storage and retrieval machines. While the WMS organizes the operational technology, the low-code-based ERP system acts as the leading inventory management system, so that stock levels and material flows are transparent and available in real time at all times. Inventory management system, so that stock levels and material flows are transparent and available in real time at all times.



Automated Order Capture and the Order App++ – Flexible, Scalable, and Future-Proof

To bring order capture to a new digital level, the callicon order portal was introduced at the customer as the central orchestration platform. The solution acts as a powerful link between the Order App++ and the customer’s low-code ERP, ensuring that all orders reach the core process reliably, in a standardized way, and without manual intervention.

The majority of orders are captured via the Order App++ – a modern, platform-independent progressive web app that gives customers and field sales staff a particularly intuitive and fast way to place orders. Convenience features such as favorites, standing orders, individual assortments, and a robust offline mode ensure that orders can be captured anytime and anywhere – even under demanding operational conditions.

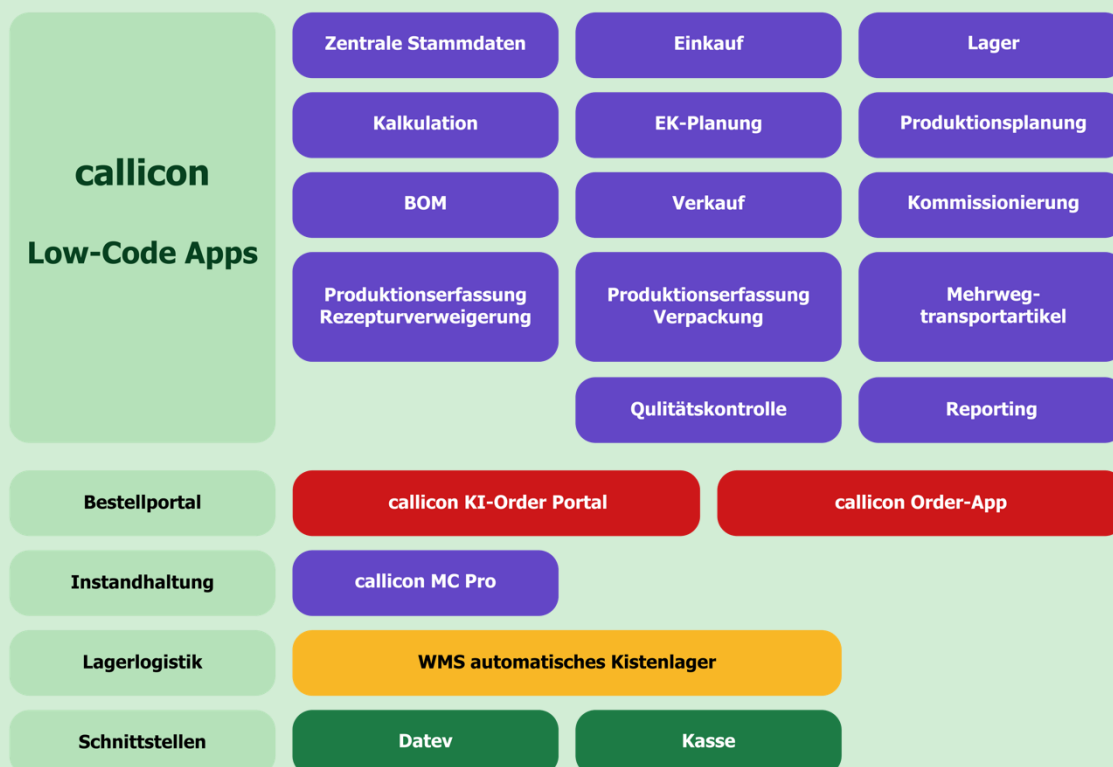
All orders flow automatically into the order portal, where they are structured and seamlessly transferred to the ERP system. In addition, the portal serves as the central configuration and administration interface: this is where the app's visualization, assortment and item logic, and all process-relevant settings for order capture are managed. As a result, the entire system landscape remains clear, manageable, and flexibly adaptable.

Particularly forward-looking:

Although the current solution was deliberately implemented without AI components, the architecture is already designed so that, as the project progresses, AI-powered functions already available in the callicon order portal – such as automated data extraction or intelligent validation – can be added at any time. This makes the system not only efficient for today's use, but already technologically prepared for future requirements.

The result:

A consistently digital, highly stable, and scalable ordering process that delights end customers while also sustainably strengthening the company's internal process quality and efficiency – with a clear upgrade path toward AI-supported automation.



Digital Maintenance and Self-Service Analytics

The long-term security of equipment availability is ensured by the maintenance module, which fully digitalizes the upkeep of the

technical infrastructure. This process-safe approach allows WDL to meet documentation requirements without media breaks and to manage technical resources efficiently. All data generated in the system also flows into a powerful self-service analytics tool. Through role-based dashboards and flexible SQL queries, management has real-time access to operational KPIs at all times. This data foundation forms the basis for well-founded, data-driven decisions and continuous optimization of the entire value chain.

With this solution, WDL has created a modern, highly adaptable system landscape that increases efficiency, lowers costs, maximizes data quality, and optimally equips the company for future growth, customer requirements, and technological developments.

"The low-code approach drives innovation and significantly improves collaboration between IT and business departments, giving us a considerable competitive edge."

- Michael Sperger

Low-Code as a Strategic Foundation – Fast, Flexible, Future-Proof

While classic ERP implementations are often monolithic, slow, and hard to change, WDL deliberately relies on the low-code approach. The visual, component-based development environment makes it possible to map complex business logic with high precision and in record time. New requirements can be implemented within a few days – without the usual months-long development cycles.

This creates a platform that can continuously adapt to market conditions, customer needs, and production realities:

- **Up to 90% shorter implementation times** for new features
- **Iterative further development during ongoing operations**, without interruptions
- **High agility** for process changes, pricing dynamics, or new customer requirements
- **Citizen development**: business units can actively help shape the platform

This agility is a decisive competitive advantage, especially in food production with its daily changing assortment and raw-material parameters.