

CUSTOMER SUCCESS STORY

Grupo Toks keeps kitchens running across Mexico with Andina Foods

CUSTOMER
Grupo Toks

INDUSTRY
Multi-location restaurant group

REGION
Nationwide, Mexico

RELATIONSHIP WITH ANDINA
Supply partner — dry goods, beverages, packaged ingredients

The challenge

A restaurant chain runs on its kitchens, and a kitchen runs on what showed up that morning. Across dozens of locations, each ordering on its own schedule, Grupo Toks needed every site to get the right products at the right time — without the central team drowning in coordination.

The order flow was uneven. Some locations ordered cleanly; others sent in last-minute changes, substitutions, and special requests. Those landed in inboxes and got handled by hand. When an order was missed or mis-keyed, a kitchen opened short — and in food service, you can't un-run-out of an ingredient at lunch rush.

Multi-site ordering also made it hard to see the whole picture: what each location ordered, what was confirmed, and where the gaps were.

What they needed

- Reliable delivery to every location, on each site's schedule
- Clean handling of changes and special requests
- A way to keep multi-site ordering from becoming chaos
- Confidence that what the kitchen ordered is what the kitchen gets

Working with Andina

Andina built order intake around how Toks actually operates — many locations, many formats, lots of moving parts. Orders from every site get captured and confirmed quickly, and changes get handled cleanly rather than slipping through.

When a location sends a revision or a substitution, it's caught and reflected instead of causing a surprise at delivery. The central team got the visibility it was missing: a clear view of what's ordered and confirmed across the network.

The result is kitchens that open with what they need.

The results

- **Consistent, on-time delivery**
Across all locations
- **Cleaner handling of order changes**
And special requests
- **Fewer kitchen shortfalls**
During service
- **Network-wide visibility**
Into multi-site ordering

We have a lot of kitchens depending on product arriving correctly and on time. Andina handles the complexity of multi-location ordering so our teams can focus on running their restaurants, not chasing deliveries. When our locations order, they get what they need.

Supply Chain Director
Grupo Toks