Reducing costs and improving visibility in support of Fiesta Restaurant Group's value proposition

Business Overview

Fiesta Restaurant Group, a company that specializes in the operation of fast-casual ethnic restaurant brands, needed a facility maintenance solution that would provide their Facilities Director with in-depth visibility into their maintenance practices for their North American Taco Cabana and Pollo Tropical locations. Specifically, the solution had to analyze operational spend and identify opportunities for efficiencies within their facilities department. The department is comprised of five facility managers and 33 in-house technicians, responsible on a daily basis for managing the condition of their locations. The challenge was capturing a holistic view of the entire facilities management program, identifying areas for improvements and creating buy-in from their operators to optimize performance.

Fiesta Restaurant Group currently owns, operates and franchises the Taco Cabana and Pollo Tropical brands, with 314 restaurants in the southern United States, the Caribbean, Central America, South America and North India. Their restaurants offer distinct flavors with a broad appeal at a compelling value.

Corrigo Enterprise Solution

To provide a critical, real-time view of their entire facilities management program, the Fiesta Restaurant Group chose Corrigo Enterprise. The premium reporting capabilities of Corrigo Enterprise allow a single Director of Facilities to track and evaluate his in-house team of technicians, service vendors, equipment and assets. The detailed analytics generated by Corrigo Enterprise are also a powerful tool to generate support from management to ensure that the work is done for the right price.

Correcting Inefficiencies

In addition to creating a holistic view of the entire facilities management program, Fiesta Restaurant Group needed to identify inefficiencies within their in-house staff of technicians, if there were any. Through the help of the wizard report builder in Corrigo Enterprise, an "Employee Time" report was created to monitor the average time it takes for a technician to complete a job. The data gained from this particular report allowed the Facilities Director to coach his team in areas where they needed improvement—that in turn resulted in his techs running at peak efficiency since those changes took effect.

"It gives us complete understanding of what we are spending our money on."

Director of Facilities, Fiesta Restaurant Group

Controlling Spend & Costs

Challenged by disparate accounting systems, Fiesta also needed to consolidate and analyze spend. Similar to the "Employee Time" report, an Outlier report was built to track performance of service vendors. The Director of Facilities for Fiesta Restaurant Group described the value as: "A very useful tool to compare one vendor to another. You can control the vendor base through the information provided, allowing you to negotiate and as a result control your spend. It also gives us complete understanding of what we are spending our money on and with which vendors. This tool has successfully aided in better decision making for the team."

Another Outlier report frequently used by the Fiesta Restaurant Group provides them with valuable, consolidated data on YTD spend by restaurant. This report not only gives insight on equipment that fails on a recurring basis, but also raises flags individual restaurants reporting much lower spend. While lower spend can be the result of a number of different factors, it is a good indicator that the store requires a visit to validate its overall condition.

In the highly competitive restaurant industry, controlling costs is critical to success. In addition to managing overall facilities spend, the Fiesta team uses Corrigo Enterprise to identify work order counts by restaurant and determine which locations tend to escalate work order priorities, therefore driving up expenses. All this critical data is analyzed and used to make proactive changes on an ongoing basis to curb spending and improve the bottom line.

Establishing NTE Limits

In addition to the powerful reporting capabilities, the option to establish NTE's is another key factor as to why Fiesta chose Corrigo Enterprise as their facilities maintenance solution. Corrigo Enterprise delivers the necessary data to make informed repair versus replace decisions. With the successful rollout of Corrigo Enterprise across all Taco Cabana stores in the United States, Fiesta's operations department was able to concentrate on sales as the facilities group now runs a much more streamlined department whose sole responsibility is to keep their restaurants in top shape.

The Result

As a result of these proactive changes, Fiesta Restaurant Group was able to realize significant savings during the first nine months of 2013, exceeding the total annual cost of the system by a wide margin. Recently, Fiesta deployed Corrigo Enterprise across all Pollo Tropical's North American locations. With both corporate concepts online, best practices can be applied company-wide, while the vision of an efficient and cost saving facility department comes to life.

About Corrigo

The world's most successful facilities management companies and facilities management teams choose the Corrigo platform to improve their own results year after year. Corrigo provides a new approach to facilities maintenance that can improve the P&L at every location you manage.

More than just CMMS, the powerful Corrigo Enterprise platform, mobile apps and advanced analytics get paperwork out of the way of your productivity.

Facilities teams trust Corrigo Enterprise to manage vendor relationships, technicians, and assets with equal ease. The platform enables visibility and control over repair and maintenance (R&M) costs, and managing cost against impacts to operations and the brand experience.

Keeping locations open, equipment in service, and the physical environment on-brand, the Corrigo platform delivers operational and P&L improvement for multi-location clients across industries including restaurant, retail, property management, retail petroleum, healthcare, and many others.

The newest addition to the Corrigo platform is the **Benchmark Engine**, the industry's only predictive analytics module. The Benchmark Engine allows companies to maximize their facilities investments by benchmarking their costs, assessing how their outliers are impacting the company's brand and P&L, and discovering the highest-impact improvements to supercharge their performance.

Get the maximum P&L contribution from every facilities maintenance and repair investment. Get Connected to Corrigo. www.corrigo.com