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Jason Luker,
Facilities Manager
Floyd's 99 Barbershop

FLOYD'S 99 BARBERSHOP

Utilizing Corrigo to track and report all revenue-impacting events during a pandemic

To say that the COVID-19 pandemic has changed the way we do business is possibly the understatement of the century. We've all seen situations that bring out the worst in people during the crisis. But—there are also stories about those who made the best of their resources to not only survive but to thrive during these difficult times. At Corrigo, we're lucky to have intelligent, resourceful customers who find new and innovative ways to leverage our platform—even during a crisis. Maybe even more so during a crisis.

Jason Luker is just such a customer. As the Facilities Manager for Floyd's 99 Barbershop—where the mission statement is "Expert Cuts. Amplified Experience."—Jason and his team are responsible for 83 corporate locations and provide additional support to 41 franchise partners across the nation.

POWERFUL ROI FOR THE VALUE OF YOUR FACILITIES TEAM

Several of Floyd's shops had weathered severe rainstorms in Los Angeles or a polar vortex in Chicago just before COVID-19 exploded. "I viewed Incident Management in Corrigo as a way to track Acts of God. To track closures of multiple locations for the same reason," Luker stated.

But revenue-impacting downtime isn't just Acts of God. He now views Incident Management as a game-changing way to show the impact of any operational interruption, no matter the cause, down to the asset level. "If an asset is down—if it impacts anything—I want to record that as an incident. I want to generate reports we can send to the operations team so they can see how these issues affect operations," he explains.

THE RESULTS

Floyd's 99 will know the operational impact of anything that breaks. It doesn't have to take out an entire store. All revenue-impacting events will be reportable, along with the cost and time required to remediate.

RESPONDING QUICKLY TO COVID-19 INCIDENTS

As the COVID-19 crisis began, the team quickly contacted COVID-19 related janitorial services to determine their availability and rates. Floyd's created a new procedure for service providers: disinfectant cleaning related to COVID-19. They also began developing SOPs and SOWs specific to COVID-19 incidents and implemented them almost immediately using Corrigo.

As the severity of the situation began to become clear to everyone, Floyd's suspended services nationwide as of

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 multilocation 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.

March 17, 2020. Operations began developing new processes and incorporating facilities management into them. Outside cleaning was now partnered with internal cleaning work. They also took advantage of the downtime to sharpen their tools in Corrigo, primarily through developing custom fields and incident reporting.

"The incident feature was a really big game changer. We immediately began using it for COVID-19. It was our first real test, and what a test it turned out to be," said Luker.

With Incident Management in Corrigo, Luker is tracking close and open dates. Every single store has an incident report for these COVID-19 related closures. As shops open, he will be able to see at a glance who's open and who's still closed. He's got fast access to all work and costs related to COVID-19 incidents. In the event that there is a tax break or other way to recover lost revenue and expenses related to COVID-19, they have everything documented.

INTELLIGENT INSIGHTS INTO EVERYTHING IMPACTING THE SHOP'S REVENUE

Jason can pinpoint causes and find solutions with the greatest impact on profitability using incident tracking that matches the way Floyd's business works.

Jason is now tracking pandemic, planned closure, (fumigation, remodeling), severe weather, utilities related, restroom down, hot water unavailable, and unplanned closure (HVAC down).

Floyd's has, on average, 12 barber stations per shop, and being able to track every piece of equipment at each station improves the customer experience and helps ensure customer satisfaction.

"It's more about maintaining the user experience, and everything relates to that. In facilities there's always things that can happen. I'm sure we'll add more as we come across the crazy things that happen every day," said Jason.

Jason includes shop assets with incidents. Which station was down during the incident? He can tell you. If there are insurance claims or vendor quotes related to an incident, those documents are also right there in the incident and easy to find.

He's found it easier to develop processes after implementing Incident Management. Utilizing the distribution list to keep district managers and regional managers informed during an incident is a big plus. Planning those communications in Corrigo's Incident Management module makes those plans easily reusable across future events. Much easier than digging up old emails.

Luker is also a proponent of the Corrigo community. "Utilize your Corrigo network. It's such a great tool to have so many people connected to. I can't tell you how many times I've called a service pro and said 'I'm Jason with Floyd's and I found you on Corrigo,' and we have an immediate relationship...a pre-built connection. We all need help, and there's plenty of help with Corrigo. Both from Corrigo and from all the entities connected to Corrigo," he said.

As for staying focused and positive during the COVID crisis, Luker explains "From a Floyd's perspective we take our mission to heart: Amplified customer experience. We have to be on top of our stuff to make that happen. It's all about the customer experience and helping the frontline staff. If I have a shop mate in Chicago who has an issue, she knows we'll jump on it. People need to know that now more than ever. Right?"

When asked about the Corrigo platform, "at first, we started crawling with Corrigo. Now I feel like we're truly walking with Corrigo. I'm really looking forward to being able to run with Corrigo. It's fun to imagine what the possibilities will be," said Luker. "Dive in. You have to immerse yourself in the trenches. It's such a powerful tool that will make you look really good. You can deliver qualitative data to your boss and your operations team that leads to quantifiable improvements and savings. It's such an extensive and powerful system...and incredibly useful," he added.