Jack in the Box corporate restaurants save millions of dollars with the Corrigo platform

Jack in the Box has managed its facilities using the Corrigo Enterprise platform since 2004. In 2009, Jack in the Box harnessed the true power of Corrigo's solution by connecting with their Service Providers though Corrigo Enterprise, enabling complete visibility into facilities operations. Currently, Jack in the Box manages the repair and maintenance of more than 430 corporate restaurants and 300 Qdoba corporate restaurants from their Service Center located in Phoenix, Arizona.

Small Changes = Big Savings

Jack in the Box realizes significant savings in two of the toughest areas for most facilities managers to effectively track. Their secret? Strong managerial efforts combined with service provider management tools on the Corrigo platform. Jack in the Box generated more than $4.1 million in savings from 2008 to 2015...just from Service Call Avoidance and Warranty Tracking.

Fiscal Year	Call Avoidance Savings	Warranty Tracking Savings
2008	$729,000	-
2009	$532,000	-
2010	$270,000	-
2011	$142,000	-
2012	$71,000	$407,000
2013	$73,000	$504,000
2014	$84,100	$583,000
2015	$105,600	$682,000

Call Avoidance through Self-Help

Jack in the Box realized that they were being charged—at a minimum—$100 each time a service provider was dispatched to one of their locations, even if no service was performed. With hundreds of restaurants throughout the country, the P&L contribution of avoiding unnecessary trip charges was clear.

Jack in the Box utilized Corrigo's Self-Help feature to determine which of their asset repairs were returning "no problem found" and then analyze those Work Orders to determine what the restaurant had done to resolve the issue. Jack in the Box quickly learned how many requests could have been easily fixed with a few simple troubleshooting steps.

Jack in the Box created Self-Help steps for their restaurants to utilize when making a request to repair an asset. The new request process now determines if there really is a problem and provides troubleshooting steps for problems which can frequently be solved without dispatching a provider.

"By constantly working to improve processes and communicating the success of those process changes, my team has been able to drive significant value for Jack in the Box."

Judy Glasser
Facilities Service Center Manager,
Jack in the Box

Fiscal Year	Avg. Savings/Store*	% M&R Budget Saved
2008	$525	1.6%
2009	$408	1.2%
2010	$235	0.7%
2011	$169	0.5%
2012	$118	0.3%
2013	$761	2.5%
2014	$876	3.2%
2015	$1,023	3.9%

Right from the start, Jack in the Box created significant savings through the implementation of Self-Help. Self-Help has become standard operating procedure for the restaurants. The majority of company-owned restaurants now call the centralized service call center when a problem arises. The service center assists them with troubleshooting steps, then dispatches a local service provider if needed. The strong process and culture that Jack in the Box created has improved operational up-time while also reducing hard dollars spent on repair calls. Year-over-year savings from Self-Help Call Avoidance continue to this day.

Warranty Tracking

Jack in the Box determined that each Work Order issued under warranty was on average, $250 per request. Since automating their warranty tracking, Jack in the Box has seen a remarkable savings of more than $787,000 in FY15, and even more in FY16 (on track to reach nearly $1,000,000) by eliminating costs associated with paying their Service Providers for work under warranty.

Jack in the Box has successfully standardized operations by placing a warranty on all newly installed assets, and also where work has been recently performed. If a work order is issued for an asset under this warranty, automatic work routing rules take over. JIB automatically issues the work to either the authorized service agent or the service provider who previously performed the service with a $0.00 Not to Exceed (NTE) limit. Corrigo makes the process happen at light speed, routing the work according to the business rules controlled by Judy and her team.

Guest Experience and the P&L

Judy and her team continue to partner with Jack in the Box company-owned restaurants and Corrigo. Together, they deliver a great guest experience and positive impact on the P&L, by continuously searching for new areas to optimize.

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

*The per store savings is an average based on the number of corporate restaurants open during each respective fiscal year.