

### Corrigo Enterprise platform makes facilities management easier for Pizza Hut restaurants across the United States

#### Executive Summary

The Corrigo Enterprise platform provides multisite facilities management solutions for a wide range of industries, delivering software as a service (SaaS) applications that leverage the latest in technology. With offices in California, Oregon, Texas, and Georgia, Corrigo helps its clients improve service levels, increase profitability, identify efficiencies and gain access to valuable data and information in real time.

The company recently began work with global restaurant chain Pizza Hut to implement a new maintenance and repair vendor management system that has helped the company drastically improve its processes in this key area. As a result, individual stores have seen significant costs savings and much greater levels of service for their equipment repair and replacement needs.

#### Service Gaps & Poor Response Times

Corporate facilities for Pizza Hut oversees and is responsible for all corporate-owned locations in the United States, covering everything from repair and maintenance and capital enhancement projects to equipment rollouts and energy upgrades.

In May 2012, the executives at Pizza Hut determined that the call center solution it had in place to help manage workflow was not meeting its needs. Operators often felt they were left unaware of what was happening with their facilities, and it was difficult to determine who was at fault for the miscommunications – the vendor, the call center or the restaurants. This problem was exacerbated by the fact that the call center was not always readily available for after-hours or weekend service.

#### Corrigo Steps In

Pizza Hut began its search for a platform that would give it more data and control, and allow individual stores to enter their own requests for maintenance and repairs. New parameters would mean that all parties would know the status of work requests and the company would be able to determine who or what was at fault if something went wrong.

With these goals in mind, Pizza Hut sent out a request for proposal to improve its capabilities, awarding the project through the Corrigo Enterprise platform. Citing the service provider as "everything we wanted and more," Pizza Hut was impressed by the following aspects of the Corrigo Enterprise platform:

- A convenient smart phone app allowing the Pizza Hut facilities team to manage its work orders from the field, saving valuable time and providing restaurants with better, more responsive service.
- The ability to leverage the Corrigo Enterprise platform's applications using Pizza Hut's current vendor base.
- Seamless integration with Pizza Hut's iPayables accounting platform, allowing for an easy transition of the vendor payment process.

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*Pizza Hut, a subsidiary of Yum! Brands, Inc. (NYSE: YUM), delivers more pizza, pasta and wings than any other restaurant in the world. In 2013, Pizza Hut was named the Harris Poll Equitrend® Pizza Brand of the Year and was the recipient of the Innovation and Leadership in Advertising Award from the American Advertising Federation, 10th District.*

*The only pizza company to be named a top ten franchise in 2013 by Entrepreneur Magazine, Pizza Hut began 55 years ago in Wichita, Kansas, and today operates more than 14,000 restaurants in more than 100 countries.*



- Interactive voice response (IVR) capabilities and robust reporting, offering valuable information on where the company could save time and money.
- The ability to add new stores or to handle weekly operational alignment changes to ensure all data between operations and facilities teams is appropriately reported.
- The use of a web-based application that eliminated the need to purchase and maintain software.

In starting its work with the Corrigo Enterprise platform, Pizza Hut rolled out the program in a small number of stores to work out logistical issues and prepare for the training that would be needed to transition to a more robust and responsive facilities management system. Once the company established its rollout protocol, its facilities team invested some time into setting up the system correctly so that vendors and restaurant operators could get the most out of it. This included entering all warranty information into the system so that the company and its restaurants could truly take advantage of manufacturer warranties.

After the rollout to the first few locations, Pizza Hut continued to improve its training processes for stores and vendors, and ensured that all equipment specific to each restaurant was in the system. Word traveled fast within the company on the drastic improvements being made through the use of Corrigo, creating a situation in which individual restaurants and vendors were looking forward to implementing the system — rather than feeling that it was being forced on them. Throughout the process, the facilities team at Pizza Hut has expressed its gratitude for the high level of support it has received from Corrigo.

### A Comprehensive Solution

Since fully implementing the Corrigo Enterprise platform, Pizza Hut has found that each store is realizing a savings of about \$30 per month — and that's only counting the efficiencies created through IVR and call avoidance through self-help. These savings far outpace the costs of the system, and the restaurant owners and managers are pleased that they can get updates in real time. The system reporting capabilities mean that both operations and facilities team members can locate and analyze critical information from any smart phone or mobile device, and they can examine data at broad or granular levels.

Additionally, the Corrigo Enterprise platform provides for better capital planning support, giving stores and vendors key information on when equipment should be repaired versus replaced completely. And instead of relying on largely anecdotal information on vendor performance, there is now a helpful vendor scorecard to help Pizza Hut manage its large vendor base.

### 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](http://www.corrigo.com)

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