

cartwheel + *Portillo's*

Self-Delivery Benefits Outweigh Costs

CHALLENGE:

While working to improve online ordering for customers, Portillo's realized outsourced delivery made quality control difficult.

SOLUTION:

Portillo's launched a self-delivery program targeted at servicing larger delivery orders and customers in close proximity.



Consistent boost to revenues



Improvement in overall customer satisfaction



Substantial retention of delivery business



DINO NORTHWAY

Senior Manager Off-Premise Dining at Portillo's

"Cartwheel allowed us to adjust our order volume to driver availability, eliminating the worry of having enough drivers to maintain delivery quality."

After a successful pilot in 3 locations, Portillo's launched the new delivery program in 65 locations within 10 weeks. Utilizing Cartwheel's user-friendly driver app, Portillo's seamlessly onboarded 300+ drivers.

3

RESTAURANTS

65

RESTAURANTS



Portillo's improved the customer experience for large delivery orders at scale. Implementing an instant review system allowed its restaurants to receive immediate feedback and react if a customer wasn't satisfied with the delivery experience.



Cartwheel Team visiting Portillo's office

A state-of-the-art delivery management software, built for on-demand to make every delivery profitable and simple.

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