

Jack in the Box saved

Millions with Corrigo



As the FM team's platform usage grew, so did their savings.

In 2004, Jack in the Box moved onto the Corrigo Enterprise platform to manage all its facilities. Over the years, the expansive functionality of the Corrigo platform has helped Jack in the Box streamline and optimize their facility management operations, including connecting all their service providers into Corrigo Enterprise.

Once all their service pros started using Corrigo, Jack in the Box's centralized service center achieved unparalleled visibility into all repair and maintenance work performed in over 730 corporate Jack in the Box and Qdoba restaurants across the US.

SMALL CHANGES = BIG SAVINGS

Jack in the Box has generated more than \$4.1 million in savings by improving work order tracking and giving their FM team complete managerial control by implementing Corrigo's service provider management tools, helping them reduce unnecessary service calls and improve warranty tracking.

JACK IN THE BOX LEVERAGES SELF-HELP TO DRIVE MONEY-SAVING CHANGES

Jack in the Box realized they were being charged at least \$100 every time a service provider was dispatched to one of their locations, even if no service was performed. With hundreds of restaurants across the country, those unnecessary costs add up fast.

Jack in the Box implemented Corrigo's Self-Help feature to determine which asset repairs were returning "no problem found" and then analyzed those work orders to determine how the restaurant had resolved the issue. Jack in the Box quickly learned how to easily fix many requests with just a few simple troubleshooting steps.

Jack in the Box then created Self-Help steps for all restaurants to follow when making asset repair requests. The new process determines if an actual problem exists and provides troubleshooting steps to fix issues that can be solved without dispatching a service pro.



"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

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Self-Help is now standard operating procedure for all restaurants. Company-owned restaurants contact the centralized service call center when a problem arises, and the service center assists with troubleshooting steps, only dispatching a local service provider if necessary.

This new self-help culture improved operational uptime while reducing money wasted on unnecessary repair calls, and savings from Self-Help call avoidance continue growing to this day.

WARRANTY TRACKING GENERATES \$0 WORK ORDERS

Jack in the Box also determined that each work order issued under warranty was averaging \$250 per request. But once warranty tracking was implemented, Jack in the Box started saving big—most recently to the tune of \$787,000 in a single year—by eliminating wasted costs for work performed under warranty.

Fiscal Timeframe	Call Avoidance Savings	Warranty Tracking Savings
Year 1	\$729k	-
Year 2	\$532k	-
Year 3	\$270k	-
Year 4	\$142k	-
Year 5	\$71k	\$407k
Year 6	\$73k	\$504k
Year 7	\$84k	\$583k
Year 8	\$106k	\$682k

Fiscal Timeframe	Avg. Savings/Store*	M&R Budget % Savings
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Year 1	\$525	1.6%
Year 2	\$408	1.2%
Year 3	\$235	0.7%
Year 4	\$169	.5%
Year 5	\$118	.3%
Year 6	\$761	2.5%
Year 7	\$876	3.2%
Year 8	\$1,023	3.9%

Jack in the Box standardized operations by requiring warranty data on all newly installed and recently repaired assets. The result—if a work order is issued for an asset under warranty, automatic work order routing rules take over, and the request is automatically issued to the authorized service agent or the service provider who previously performed the service. Most importantly, a \$0.00 Not to Exceed (NTE) limit is assigned, saving money for every repair under warranty. And in the Corrigo platform, that all happens automatically in seconds based on business rules controlled by the FM team.

BETTER RESULTS & BOTTOM-LINE SAVINGS

Savings per store have continued to increase as Jack in the Box incorporates more features and functionality from Corrigo into their operations. These positive changes have reduced M&R spending, created more operational savings, and improved the P&L—putting a smile on everyone’s face, including Jack. 😊