Largest Ashley Furniture franchisee improves in-store service and reduces maintenance calls with Corrigo

Location: United States
Industry: Consumer Goods & Retail

149 locations in Texas, Washington, Oregon, and Idaho

Since 2017 Corrigo Customer

Challenge

Hill Country Holdings, the largest franchisee of Ashley Furniture HomeStores in the nation, faced tough challenges in their facilities management program. Without a computerized maintenance management system, the company used a manual, inefficient process for maintenance and repair work. The information entered was often incomplete and had to be entered by hand, and the team did not have insights into how to maintain assets proactively. This resulted in delays and inefficiencies in work completion so significant that many employees stopped submitting requests altogether.

In addition, when vendors were dispatched to address work orders, there wasn't a method for consistently capturing service details; thus, the details about and quality of the work were lost.

Solution

The company deployed Corrigo Enterprise to address their challenges and streamline operations — and to save money. Work orders now have complete information so the right contractor with the right parts is dispatched to the right location. Maintenance or repairs that a property's landlord is responsible for are routed directly to the landlord. The vast network of locally reviewed service providers in Corrigo not only enables the team to seamlessly contact vendors, it also helps the company identify new vendors.

When a work order is initiated and a vendor is dispatched, the details of the work and its quality are

captured, resulting in better insights and reporting. Work order completion times improved as well. Before, work orders took up to two months to complete — now, they take less than two weeks. Work orders are also prioritized so that emergency work is addressed before routine maintenance items, saving the company time and money.

Hill Country Holdings also used the platform to customize troubleshooting guides, allowing them to differentiate between simple fixes that can be quickly handled in-house and repairs that require a vendor. The Corrigo mobile app was a game-changer, too, allowing employees to create service requests from the floor to convey the full details of the issue.

Corrigo Scope

- **Asset Management & Tagging** — track assets of all types, from buildings to capital equipment to the smallest sub-assembly
- **Vendor Management** — keep detailed records of your vendors, and add private notes for future reference
- **Auto Dispatching** — assign work automatically, based on preferences, location, workload, certificates of insurance, warrantors, and job priority, as well as vendor specialties, service areas, ratings, and skills
- **Corrigo Mobile App** — access all Corrigo information anywhere, anytime via a mobile device
- **Vendor Sourcing** — choose from thousands of vetted professionals to find exactly the right one
- **Reporting Services** — reports across work zones, assets, teams, and customers
- **Preventative & Recurring Work Management** — schedule automatic work order creation
- **Self-help Guides** — link self-help and diagnostics to asset tasks; include web-based documentation for self-help, troubleshooting, or service representative diagnostics

Results

- Reduced non-emergency service time by **76%**
- Decreased cost of work order completion by capturing complete information at initial service request
- Delivered significant savings with predictive, proactive maintenance

Have Questions? We've got answers. Learn more about Corrigo, or email us at helloJLLT@jll.com.