



Fiesta Restaurant Group
reduces costs while
improving work order
visibility with Corrigo

Location: North America
Industry: Food & Beverage

171 Pollo Tropical
restaurants

152 Taco Cabana
restaurants

39 Facilities management
professionals and technicians

Challenge

Fiesta Restaurant Group, which owns, operates, and franchises over 300 restaurants under two brands, Pollo Tropical and Taco Cabana, identified that their facilities management (FM) program was no longer meeting their needs. The group sought a platform that would 1) provide a holistic view of all FM activities across all locations; 2) allow them to identify areas for improvement; and 3) better control expenses.

They also needed a way to determine if vendors were gaming pre-set of not-to-exceed (NTE) rules - where billing any amount less than the maximum is allowable.

Solution

In the highly competitive restaurant industry, controlling costs is critical to success. In addition to managing overall facilities spend, the Fiesta team uses Corrigo to proactively control costs by tracking work order counts by restaurant, identifying the locations prone to work order escalations, and prioritizing remediation based on business impact and expense. Fiesta also uses Corrigo to establish NTE limits and make data-driven repair-or-replace decisions - another area of major cost-saving potential.

Results

The rollout of Corrigo to all Taco Cabana locations was a huge success. **Delivering immediate positive ROI** through cost savings, the FM program is now a streamlined operation that keeps each restaurant in excellent shape.

Inspired by the benefits of the initial deployment, Fiesta elected to roll out Corrigo to its Pollo Tropical restaurants.

Corrigo Scope

- **Work Order Management** – create, assign, and complete work orders in real-time; analyze and filter by costs and work provided
- **Automated NTE Limits** – automatically set for work orders based on type of work requested, and restrict vendors from submitting invoices greater than NTE

“

It gives us complete understanding of what we are spending our money on.”

– Director of Facilities, Fiesta Restaurant Group



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

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