



Jack in the Box corporate restaurants save millions of dollars with Corrigo

Location: North America
Industry: Food & Beverage

Challenge

Jack in the Box manages repair and maintenance for more than 430 corporately owned and 300 Qdoba-owned restaurants. The company's management team saw that they were spending far too much on simple repairs and minor problems, and they were failing to take advantage of asset warranties. Jack in the Box was charged a minimum of \$100 every time a service provider was dispatched — even if no service was performed. With more than 700 locations to maintain, those expenses added up quickly.

Solution

The first thing Jack in the Box did was use [Corrigo](#) to determine which asset repairs were returning “no problem found,” and then analyze those work orders to determine how many requests could have been easily fixed in-house.

Next, the company used Corrigo to create self-help workflows. These processes allow employees to address issues themselves by following specific steps outlined in the system. If the problem persists, employees in most corporate stores can use the centralized call center, which will walk them through additional troubleshooting steps and dispatch a repair technician if needed.

Jack in the Box also took a hard look at their asset warranties and found that each work order issued under warranty averaged \$250. They now have warranties on all newly installed assets and recently performed work. Now, when a work order is issued for something covered under warranty, automatic work routing rules defined by the company take over and issue the work to

either the authorized service agent or the service provider who previously performed the service — with a \$0 not-to-exceed limit.

Lastly, the company took the power of Corrigo to the next level by connecting with their service providers through the platform to gain total visibility into their facilities operations.

Results

In the first year after automating warranty tracking and avoiding unnecessary service calls, **Jack in the Box saved \$787,000**. Overall, the company has realized a hefty **savings of \$4.1 million** over seven years using Corrigo.

Corrigo Scope

- ✔ **Self-help Guides** — link self-help and diagnostics to asset tasks, provide basic troubleshooting and web-based documentation
- ✔ **Warranty Management** — track multiple service and manufacturer warranties down to the parts level; apply warranties to assets completed work orders to reduce or eliminate servicing assets under warranty
- ✔ **Onboarding Service Providers** — get vendors online quickly, and make it easy for you to add vendors

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“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, Facilities Service Center Manager

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

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