#### **INTERVIEW WITH:**

Bill Martens Chief Development Officer

# **DEL FRISCO'S RESTAURANT GROUP**

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## COST SAVINGS, REALIZED SAVINGS

By leveraging the vendor base in Corrigo, and minimizing things like duplicate invoices we pay, we anticipate an approximate 10% savings in R&M spending.

Once we integrate Corrigo with our back office system, we'll generate substantial efficiencies in work order management and vendor payments.

Corrigo also brings us a wealth of data analytics potential. We can identify the most substantive and frequent issues we incur, and commonalities with system issues by restaurant, region, concept, and so on.

#### WHAT MADE CORRIGO STAND OUT DURING YOUR SELECTION PROCESS?

Corrigo stood out as a platform that met our needs, was easy to integrate and efficient to manage.

We were impressed with the efficiency of the Corrigo platform, and the cost/benefit ratio. It's a relatively low investment for the capability we're able to offer our management staff.

We received some very good customer referrals, which basically supported what we had come to determine - that it's a very efficient platform, with long term enhancement options like analytics and integration that we can incorporate as we grow, and a relatively easy implementation.

#### HOW WOULD YOU ADVISE A PEER WHO'S CONSIDERING CORRIGO?

Allow enough time for careful planning and a seamless integration. We allowed about 3.5 months.

Our assigned Project Manager did a very good job during our deployment, and we had good discipline with our weekly calls. As a result, our Corrigo deployment was painless and seamless.

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#### HOW DID DEL FRISCO'S KNOW IT WAS TIME FOR A CHANGE?

We have reached the size & scope where it's inefficient for one facility manager to keep up with 50+ restaurants. We also outgrew our existing centralized model that required us to act as an intermediary, which is an inefficient way of managing.

We empower the operations team in the field to directly manage

their own facilities issues.

We have limited reporting capabilities, so we lack insight into our spend behavior across locations and concepts.

# What are your team's goals and aspirations for the platform?

When we deploy Corrigo, we empower the operations team in the field to directly manage their own facilities issues.

Our General Managers will gain greater control over their P&L, and can act immediately when they observe a facility issue. This ties in well with our commitment to remarkable hospitality and accountability.

Our primary goal is generating efficiencies in the management of facilities issues, and responsiveness to address things faster. We'll improve upon work order issuance, vendor response times, and the work order closeout process.



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