



THE KEG  
STEAKHOUSE + BAR

ClearRisk™

CASE STUDY | THE KEG

# 135 Hours

Time saved per year from  
automating manual tasks

Results At-A-Glance

100%

Paperless  
Environment



Automated  
report  
distribution  
and task  
management  
workflow

## Company

The Keg Steakhouse + Bar is the undisputed steakhouse leader in Canada with over 110 locations. Founded in 1971, The Keg has a focus on high-quality steaks and a casual, yet contemporary dining experience.

## Challenges

The Keg wanted to enhance their safety-oriented culture by focusing on best risk management practices. After review of their current environment, The Keg needed a more efficient reporting process for incidents in their restaurant locations.

## Solution

ClearRisk's cloud-based Online Incident Submission Web Portal with Automated Reporting Capabilities.



***“By automating many of the manual tasks throughout the incident management process, we now have the opportunity to analyze our data, extract insights and be proactive in our risk management approach.”***

***~Diana Meakin, Insurance Coordinator***



# Challenges

The Keg saw that their incident reporting process was dated and posed a risk of data loss and procedural inefficiency. In their current environment, incidents were reported primarily by fax, phone call, and email. Records of incidents were stored manually stored in several locations: spreadsheets, email folders and file cabinets. In this type of environment, extracting and communicating data insights related to safety trends and guest experience was incredibly onerous and lacked reliability. On top of data accuracy and reliability challenges, the process lacked necessary task management automation to implement and maintain the desired workflow. Enter ClearRisk.

# Solution

The Keg implemented ClearRisk's Online Incident Reporting Web Portal, providing locations with access to a single, easy-to-use method to submit incidents and related file attachments.

This functionality has eliminated manual data entry, manual task follow-up and reporting. This automation saves the team 135 hours per year. This impact has been felt not only by the internal claims department but also by individual locations. Restaurant managers save time by having a central reporting system that prompts complete incident information to be reported.

Implementing ClearRisk has enabled The Keg to respond to guest inquiries and incidents much faster than ever before. This has increased guest satisfaction and experience and has lessened the burden on restaurant managers in eliminating manual reminders and follow-up.

ClearRisk's centralized, cloud-based system has enabled The Keg to access data much faster than before, making data communication with external parties such as adjusters and location managers incredibly efficient. The Keg's restaurants can now be proactive in fraud prevention when it comes to guests submitting multiple incidents.

“**We can now sort incidents by guest name, locations and easily spot trends with multiple submissions. This is incredibly helpful to our franchisees to have better knowledge of what's going on in their area in terms of knowledge sharing and tracking repeat incidents”**

**~Chelsea Maclean, Legal Services Coordinator**

# Benefits

The Keg can now view notes and file attachments (such as pictures and witness statements) and share with the appropriate audience at the click of a mouse.

Through enhanced communication features found within ClearRisk, location managers are now able to share opinions on incidents and inquiries, allowing their voice to be heard which has had a positive impact on employee morale and job satisfaction. Summary reports can be tailored by region, and routinely generated for operations directors to oversee trends and the performance of their managers.



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The Keg now has the ability to track property incidents to uncover trends and adverse developments, enabling a proactive approach to property maintenance which increases safety and significantly lowers the risk of injury to guests and staff. The Keg will soon be implementing functionality to track property inspections which will include prioritized action items and maintenance reports. This functionality will enable The Keg to present a compelling story to insurers by showing a proactive approach in preventative maintenance and risk management.

## Results

- 135 hours/year in time savings from manual tasks
- Enhanced data trending
- Updated view of current incidents
- Identification of fraud/scamming
- Automated incident workflow
- Centralized database enabling efficient data sharing and communication
- Property inspections and preventative maintenance (soon to be implemented)

## About Us

ClearRisk provides scalable, cloud-based, claims, incident and risk management software solutions implemented in over 150 organizations within all industry sectors. The fully integrated, data-driven platform provides customizable workflows and interfaces, analytical reporting, while enhancing organizational collaboration and efficiency. By reducing the frequency and severity of losses, lowering the cost of insurance premiums and increasing efficiencies in data handling, ClearRisk enables organizations to reduce costs and quickly achieve a high return on investment.

## Learn More



[www.clearrisk.com](http://www.clearrisk.com)



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