

Five Guys

case study



To perfect and serve

Five Guys was founded in Arlington, Virginia in 1986 when Jerry and Janie Murrell told their family to either start a business or go to college. Their five sons decided to go into business and opened their first burger joint, naming it after themselves - Five Guys.

Their winning formula was simple and remains so today – burgers and fries cooked to perfection. In fact, Jerry's philosophy was "To Perfect and Serve" making customer service and satisfaction their top priority.

That same attention to detail and perfection is seen in the UK operation, with 88 stores opening in the first five years since the original Five Guys launched in Covent Garden in 2013. The business has ambitious growth plans and already employs over 2000 employees in the UK.

Rapid expansion puts property issues in spotlight

Initially, the chain had an old-fashioned help desk with a facilities management provider handling all property maintenance issues. As a concept, the idea of making one phone call to report a problem that needed fixing and someone going to site to rectify seemed fine, but the reality was very different. The company found there was a lack of visibility across the quality of repairs, time taken to complete, cost and compliance. The facilities management portal provided more of a status update than job-logging software – provided it was manually updated – but the communication and speed of repairs was consistently failing. It was rarely as simple as making just one phone call and, as the business expanded, the need for a more streamlined and user-friendly platform was identified.

Continuous improvement

To be equipped for continued growth, Five Guys chose Access ProNett to deliver against its facilities management brief, with the cloud-based, end-to-end property maintenance solution optimising efficiencies across the whole estate. "We wanted to adopt a more streamlined and user friendly platform, so that's why we went with Access ProNett" explained Facilities Manager, Chris Ward.

The entire workflow is automated, reducing paperwork and securing speedy fixes, setting up direct contact with contractors rather than having to work through a facilities management middle-man. Ward, estimates that the system saves one day each week by not having to chase jobs, invoice multiple suppliers, chase invoice payments and manage end of month reconciliations. With the software operating real life situations in real time, there's no delay or build up of paperwork and everyone has complete visibility across the job.

Goals

- ◉ Required a more streamlined and user-friendly facilities management solution
- ◉ Support ambitious growth plans
- ◉ Improve speed of repairs and reduce costs

Key achievements

- ◉ Reduced property maintenance admin time by 20%
- ◉ More first-time fixes at a reduced cost
- ◉ Achieved a bigger and more realistic CapEx budget
- ◉ Improved relationships with contractors
- ◉ Gave the ability to carry out sizeable changes

Flexibility and responsiveness

Prior to a three-month roll-out process, Access ProNett software was tailored to the Five Guys approach. As an American company, for example, they refer to bottle coolers rather than fridges and it was important that language and style was standardised across the organisation so that there was no confusion about what was being registered. Taking little more than 40 seconds to log a task online provides end to end visibility of all requests and spares the circus of call, hold, log, chase, report, check process etc.

Effective working relationships

Five Guys has been able to develop improved relationships with contractors who now receive clear instructions direct from the business meaning attendance, fixes and payments are more streamlined. Performance against KPIs are more transparent but quality of work and fewer recalls can also be monitored to make sure that the quality of work matches their commitment to excellence.

The service and support received from the Access team was invaluable whilst they were finding their way round the systems. However, it is so intuitive and easy to use that Five Guys were quickly able to self-serve and were reaping the benefits.

Key achievements

As well as simplifying the entire facilities management process, the introduction of Access ProNett has saved money, with work coming in under budget. Five Guys can pinpoint more accurately where there may be issues to resolve. Average job cost and time on site KPIs provide powerful metrics that have helped budgeting and planning to replace equipment that kept failing.



“Access ProNett has enabled me to achieve a bigger and more realistic CapEx budget. I'm able to see what equipment keeps breaking, along with the associated cost, and compare that to what replacing the equipment would cost. I can then take this information to the Finance team and the Board, because I have all that visibility in the reporting. This has allowed me to carry out some sizable changes this year and will continue to do so.”

Chris Ward, Five Guys

The value of this reporting system will be invaluable in gaining clearer insight on the impact of proactive service and maintenance, resulting in longer equipment lifespan with minimal emergency repairs as Five Guys continues to expand.

About Us:

The Access Group is a leading provider of business management software and one of the top five fastest growing UK software development companies.

With more than 12,000 UK businesses using the products and services provided by Access to improve their performance, profitability and drive growth, unlocking their business potential through improved business insight.

Access Hospitality is a dedicated division with over 25 years' experience in developing and providing hospitality management systems.

We have more than 1,300 customers across the UK that use our modular, scalable, cloud-based business management suite. This features over 20 integrated Software as a Service (SaaS) solutions and services for multi-site pub and bar, restaurant, food-to-go, hotel and leisure operators like you.

