

Brumit Restaurant Group Success Story

Large Arby's Franchise Uses FMX to Manage Their Growing Business



COMPANY OVERVIEW:

Brumit Restaurant Group (BRG) operates 53 Arby's restaurants in North and South Carolina. Their strengths and greatest assets have always been their people, and their commitment to developing high performing teams. This allows them to continue their expansion efforts across North and South Carolina, while maintaining superior operations.

One thing I don't have to think about as we grow is whether or not the database can support our growth. All it takes is an email [to support] to set up a new store. I wouldn't want to work with anybody else.

- DREW PONDER,
FACILITIES SUPERVISOR

CHALLENGES BEFORE FMX:

- Staff members were unable to prioritize their store's requests due to an overwhelming amount of work orders entering the system
- Employees were seeing all requests spanning 50 stores, which created an abundance of excessive, non-essential information
- The facilities supervisor would receive all requests (IT, maintenance, etc.), instead of receiving only the ones that applied to his role, which created an inefficient process for the team

FMX BENEFITS:

- BRG was able to configure their site in a way that was **unique to their processes** while preserving the structure they had in their previous system
- Each employee is **auto-assigned to requests specific to them** and their building, and no longer receives requests that don't apply to them
- BRG's customer success manager got their site up and running in **28 days** and continues to be an integral part of their success
- The diverse age range of their staff has not affected their adoption of new software, for instance, everyone is able to use FMX to request PTO
- With FMX's reporting dashboards, they are able to **show just how productive their maintenance team is** as a whole, encouraging them to set goals for improved operations
- FMX is able to **support BRG's growing franchise**, as they plan to open 7-12 stores in 2019



Facilities Management eXpress

800 Yard Street
Grandview Heights, OH 43212
1 (844) 664-4400
www.gofmx.com



RESULTS WITH FMX:

- BRG's work order response time has decreased by **99%** and their work order resolution time has decreased by **50%**
- Every time BRG opens a new store, the FMX team has that store up and running in the system within **2 hours**, as opposed to **8 hours** with their last system
- Lost PTO requests have decreased by **100%**