

Web-enabled Property Maintenance for Whitbread Restaurants

With over 75,000 work orders being generated from its extensive property portfolio each year, Whitbread requested a system that could help ease the operational and maintenance burden.



FINANCIAL
OBJECTS

The Challenge

Whitbread Restaurants, part of Whitbread Group plc trades under brand names such as Beefeater, Brewers Fayre, Costa Coffee and TGI Friday's. Whitbread Restaurants' portfolio of 1,600 properties is still expanding, the majority of these properties are owned although some are leased. Whitbread recently went through a process review with the objective of identifying new ways of working. As part of this process they required an innovative system to handle the management of maintenance within their portfolio, which generates over 75,000 work orders per year. Whitbread Restaurants had very specific requirements for a frontline works management system to help manage their contractors and suppliers using the Internet.

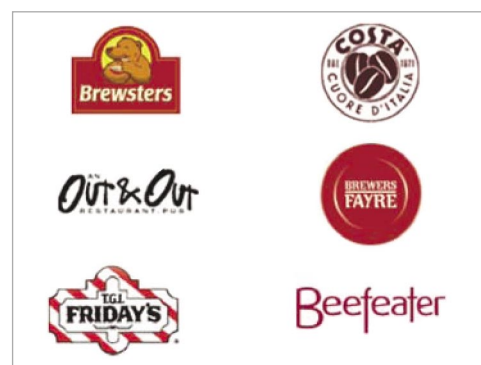
The Solution

After studying a detailed analysis of their work processes, Financial Objects advised Whitbread Restaurants to develop a system to suit their requirements. This included putting together the technical specification for the services they required. After scoping the project, a decision to implement *gvas* Maintenance Manager with bespoke reports and a corporate web interface was made. 'Much of what we wanted was unusual and new to Financial Objects* but they were very open to changes made to their standard products. For example, performance reports specifying who is doing the work along with average costs and response times had to be developed' states Kieran Lynch, National Premises Manager for Whitbread Restaurants.

The Future

The system allows Whitbread to performance manage their contractor base of over 65 companies. It used to take weeks or months to agree costs for supplier payments but the Bill of Works Section of GVA Software now performs this task in seconds. Whitbread estimate that this feature alone saves them £4 per invoice processed. Whitbread also realised significant cost savings on their manned helpdesks. Each restaurant now enters its work orders via the Internet reducing the need for head office administration support. Lynch states, "We have made an excellent start. Phase One is now complete and we are continuing to enhance the system and associated processes. This innovative approach has already delivered substantial benefits to our organisation."

* *GVA Grimley is the former owner of GVA Software, now known as gvas.*



Summary

- Portfolio of 1,600 restaurants;
- Generates 75,000 work orders per year;
- *gvas* to manage property maintenance via the internet;
- Estimated saving of £4 per invoice processed;
- Achieved substantial administration efficiencies.

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Customer



Product

