

## SUCCESS STORY

# Norcal Cajun Foods, Inc.

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### Company overview

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With a legacy of operating in gas stations and convenience stores, Norcal Cajun Foods, Inc. launched into the quick serve space with the purchase of 17 Popeyes restaurants and aggressive growth plans to almost double their store count within the next two years.

### Measurable results

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1.0%

REDUCED OVERALL  
FOOD AND PAPER COSTS

\$170,000

SAVINGS ANNUALLY

50%

REDUCTION IN TIME SPENT  
ON ADMINISTRATIVE TASKS

For more information on how Vivonet can help you, contact us at [sales@vivonet.com](mailto:sales@vivonet.com)

Vivonet meets our needs as an enterprise perfectly. It has the scale, it has the functionality... and it has the vision that gives us the confidence to entrust our back-office operations and reporting to them.

— SANDY MANN, DIRECTOR OF DEVELOPMENT, NORCAL

### Challenges

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Prior to Vivonet, Norcal managed everything on Excel spreadsheets, including tracking food costs. The process was extremely time consuming and cumbersome forcing them to abandon weekly spreadsheets and rely on monthly reporting from their accounting system.

Store managers were submitting sales reports on spreadsheets and the office had to manually enter everything into the Accounting system. "We were constantly calling the stores and tracking information down," recalled Sandy Mann, Director of Development at Norcal.

In addition, Norcal did not have the data to pinpoint potential problem areas in a timely manner. Without those insights it was difficult for them to effectively attack issues and manage food costs.

They needed a restaurant management system that would expand with their rapidly growing business. Norcal turned to Vivonet to automate their manual processes and give them data they could use to make smart decisions.

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**SANDY MANN,  
DIRECTOR OF DEVELOPMENT,  
NORCAL**

### How we helped

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With Vivonet, Norcal is now focused on efficiency. Because Vivonet automates all their reports and calculates their food costs, they are no longer getting bogged down with manual Excel-driven processes. "Our management team is now able to focus on using the Vivonet system and information to create action plans for things like high waste instead of compiling spreadsheets."

"Just recently we met with our district managers because we had a store with food cost that was starting to spiral out of control. Using the Vivonet platform, we created an action plan on how to tackle the issue... everything from looking at the Top 10 Variances to entering daily counts. **This insight enables us to be more effective and efficient because the team knows exactly where we stand.**" said Sandy.

Sandy added, "Before Vivonet, we posted food waste charts in the store, but I don't think anyone ever looked at them. Now, we're able to go online anywhere and see exactly what was thrown away in every store."

Using the Waste Tracking tools, Norcal identified two to three stores cooking too much product right before close. Then, using Vivonet's Forecasting & Production Planning tools, like the Cupping Chart and the Chicken Drop Chart, they were able to work with the stores to reduce the waste.

**"We've absolutely seen results with Vivonet. So far we've seen about 1% in food cost savings, which is about \$170,000 annually.** But Vivonet is more important to us because things can very quickly spiral out of control. If your theoretical is 33% and you're running at 39% at a store that's a problem. If we didn't have Vivonet we wouldn't even know where to start to address the issue," said Sandy Mann, Director of Development at Norcal.

### What would you say to others considering Vivonet?

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A business should use Vivonet if they're serious about managing their food costs and growing their business. Vivonet allows us to see exactly what's going on in the store on a daily basis. Prior to Vivonet we didn't have good metrics until month-end. Vivonet has also automated many of our manual processes. Goodbye tedious spreadsheets."

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