

## SUCCESS STORY

# RichPop, LLC.

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### Company overview

RichPop, LLC. currently operates four Popeyes restaurants in the Richmond, Virginia area with plans to grow in the near future.

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

I recommend Vivonet because of their customer service, the system is user friendly and in the process you save some money. Vivonet helped us save 2% on our food cost, which equates to about \$40,000 per store.

— PEDRO LUJAN, MANAGING PARTNER, RICHPop

### Measurable results

# 2.0%

REDUCTION IN FOOD COSTS  
RESULTING IN

# \$160,000

SAVINGS ANNUALLY

### How we helped

“Vivonet helped us save 2% on our food cost, which relates to about \$40,000 per store,” said Pedro Lujan, Managing Partner at RichPop. “Vivonet helps us look at things more closely. We can pinpoint our problem areas using their detailed reports.”

“Vivonet has been very good for us. We’ve worked with Vivonet for almost two years now and have had good success,” said John Kilpatrick, Director of Training at RichPop. “Anybody can generate data but what does that data mean? Vivonet puts the data in a format you can actually read and breaks it down by category and down to ingredient so you can see if you’re overusing ingredients. It’s much more detailed than our prior system. The reports are a lot more user-friendly. You can hone in on daily, intraday, weekly, or monthly. Vivonet give us a Top and Bottom 10 Variance items. We can look at our reports online so we can make corrections at a rapid pace.”

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

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"Vivonet shows you exactly where you're losing or missing items. They break it down by ingredient so we can see what we're missing the most," said Pedro. "Customer service is one of their strong points. There is always someone there to help you. Vivonet offers online training classes and support to assist our managers in using the Vivonet tools," said John. "If our managers run into an issue they can call the support line and get instant help."

"The customer service is exceptional. Anytime we need something we call them and they address it right away. Vivonet's service sets them apart [from competitors]," said Pedro. "We used to have a different back office system, we never got a call back – their service was not as exceptional as Vivonet."

"One thing I like [about Vivonet] is they give you a dedicated customer representative to work with. I can call Joel whenever I need his support. If Joel is on vacation, he lets us know we can call Laurelin or Rick. It's a very personal system," said John.

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— JOHN KILPATRICK, DIRECTOR OF TRAINING, RICHPOP

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