

SUCCESS STORY

Rinna Restaurant Group, LLC

Company overview

With 13 Popeyes restaurants in South Carolina and Georgia, Rinna Restaurant Group, Inc. (RRG) is an established company, but needed integrated back-office tools with consistent data so their business could thrive.

In this day and age, personalized service is hard to find. To be able to pick up the phone and talk to our Client Care Manager, who really knows our business, is so valuable. You just don't find that anymore.

— TERESA ZIELAZNICKI, DIRECTOR OF OPERATIONS, RRG

Measurable results

2.0%

REDUCTION IN OVERALL
FOOD AND PAPER COSTS

1.0%

REDUCTION IN OVERALL
LABOR COSTS

50%

REDUCTION IN TIME SPENT
ON ADMINISTRATIVE TASKS

For more information on how Vivonet can help you, contact us at sales@vivonet.com

Challenges

Prior to Vivonet, RRG calculated food and paper cost weekly using Excel spreadsheets, but found it difficult and time-consuming to piece all the data together. Next, they tried using an Inventory Program, but this still forced them to work with disparate tools to manage food cost, labor scheduling, and ordering.

To add to RRG's frustration, the data in the former programs was not always accurate. "Our managers could change numbers, pricing for example, which completely defeated the purpose of using software to manage our results and calculate theoretical food cost," said Teresa Zielaznicki, Director of Operations at RRG. "We wanted consistency, which is what Vivonet offered."

With Vivonet, RRG felt they would benefit not only from the all-on-one platform, but also, from the personalized service.

How we helped

Now RRG depends on Vivonet's integrated Inventory, Ordering, Labor Scheduling Tools and Reports. "It's so easy to log-in and see exactly how we're performing. We're able to quickly drill down if we want to see detail. Our managers are now able to see their key issues. Overall it's creating a more transparent company."

RRG really values the Inventory tools. "We've absolutely seen time savings using Vivonet's Inventory. It used to take our managers half the night to do inventory by hand and now within three hours they have everything counted and in the Vivonet system," says Teresa. To increase efficiency further, RRG is teaching new managers to use Vivonet's Tablet Inventory in their training restaurants.

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DIRECTOR OF OPERATIONS, RRG**

Labor Scheduler

RRG uses Vivonet's Labor Management tools to schedule employees and manage labor. Labor projections provide recommendations on how many employees to schedule each half hour. "The line bar labor scheduler makes it so much easier to create schedules," said Teresa. "I've had managers say I can't believe we haven't been doing this all along." Prior to Vivonet, RRG created all their schedules on Excel spreadsheets.

A more personalized experience

With Vivonet, RRG is paired with a Client Care Manager who is dedicated to their business. "If we have a store that's not polling something like butterfly shrimp, our Client Care Manager can quickly run through the problem instead of us searching and finding it ourselves," explained Teresa. "Before Vivonet, we had to pull the register tape, check the product mix, go through the old software program, and check pricing. Depending on the store and manager it could've taken all day for us to find the problem. One of the reasons we went with Vivonet is because of the personalized service."

Working with their Client Care Manager, RRG used Vivonet's online eUniversity and weekly live training classes to help implement the Vivonet system in their stores. Now, RRG requires every new manager to take the online Vivonet eUniversity courses along with Vivonet's training classes.

What would you say to others considering Vivonet?

"We've seen great results using Vivonet. However, we chose Vivonet for the personalized service. In this day and age, personalized service is hard to find. To be able to pick up the phone and talk to our Client Care Manager, who really knows our business, is so valuable. You just don't find that anymore."

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