



Little Chef - Case Study

eMaintenance

A WEB BASED MAINTENANCE SYSTEM

Little Chef Is Only Little In Name, Welcoming Over 20 Million Customers A Year.



Little Chef has been a sign of good food for over 50 years, with restaurants across the whole of the UK.

The first Little Chef restaurant opened in Reading in 1958, the same year Britain got its first motorway. From an eleven seat restaurant they have grown to become one of the UK's favourite roadside restaurant chains with 162 branches spanning from Scotland to Cornwall. You can expect to see the familiar Little Chef sign on most UK A-roads and of course many motorways.

Little Chef is the motorist's friend, serving up quality food whilst offering value for money.

Little Chef is only little in name, welcoming over 20 million customers a year. Whilst dining at a Little Chef restaurant you can also enjoy WiFi service in a comfortable environment.





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Application

With the rise of fast food chains across the UK taking a larger share of the market place eMaintenance was introduced into the Little Chef infrastructure in 2008, with the aim of cutting costs while improving service levels. Before eMaintenance was implemented, Little Chef were employing two third party help desks to cope with the service requests they were generating, incurring huge annual costs. Hundreds of man hours were lost while help desk operators tracked down jobs or branch managers waited on hold for an operator to become available. "The frustration for a manager was not knowing whether a call had been logged, with who and when they would be attending. They did not know the SLA either. This meant that managers sat in the office on the phone rather than being front of house managing the business" says Chris Andrewartha, Little Chef's IT Director. "A manager can now place a call within a minute and be back on the floor." This was a feature that was highly desired by Chris and his team.

"Management reporting is excellent. Currently we use the build your own report function and export the data where required. Not much to say here other than it works!" Chris goes on to say "The biggest win for our business was visibility." eMaintenance offers complete transparency of information, making data readily available for all to see. "We can now achieve credible reports to ensure KPIs and SLAs are being delivered.

Contractors again spend less time managing open jobs and updating sites by phone as it is all done through the system. Management of quotes has been much improved for both parties. Contractors would be frustrated with submitted quotes not being agreed or rejected due to systems in place. Now they are all managed as attachments so we can manage the quotation process far more effectively and again all parties have visibility through the system."

Due to the nature of Little Chef's maintenance requirements, smaller sized contractors are often employed alongside larger ones. eMaintenance has been designed to easily interface with companies of all sizes. "The flexibility of notification methods means we can work with national contractors with dedicated service desks down to the standalone 'man with a van' type operation."

When eMaintenance is implemented, Urgent Technology ensures there is a seamless integration into any operation. Little Chef was no different. "The quality of staff are superb throughout, they have a real understanding and a desire to understand our business and how to add value to it."

Urgent Technology

Sunningdale House • Caldecotte Lake Drive
Caldecotte • Milton Keynes • Bucks • MK7 8LF

T 01908 391160
F 01908 649051
E info@urgtech.co.uk

