

# Quick-Serve Mexican Restaurant Chain



**Sr. Project Coordinator**

Quick-Service Mexican Restaurant Chain

“We are so pleased with how simple our communications are now that we are with BullsEye. We don’t miss the stacks on invoices we used to deal with. Now we just have one bill to pay which is so much easier and a huge time saver.”



## SITUATION

A quick serve restaurant chain based in the United States, specializing in Mexican-style grilled chicken, was rapidly expanding and dealing with multiple communications providers was becoming increasingly problematic, causing confusion and slower issue resolution as well as higher costs to the company from their multiple service providers. Simply stated, the company wanted to improve its communications solution, increase productivity, and bolster growth.

## SOLUTION

The restaurant chain partnered with BullsEye to better understand their existing communications and rapidly implement a better, smarter solution. BullsEye conducted a comprehensive analysis to identify services that were not needed and delivered a strategy which would leverage current services as well as recommended additional solutions.

## RESULTS

BullsEye provided the client with a solution that increased productivity, decreased costs, and improved customer communication.

- Reduced cost by eliminating unused communications features
- Consolidated monthly invoices for restaurant locations from many to one
- Streamlined invoice paying process reducing the time spent on administrative tasks
- Centralized management of voice and data communications
- Improved reliability and service to all franchise locations enabling a better experience for both employees and customers
- Significantly reduced restaurant downtime caused by poor service issues