ecotrak
FACILITY MANAGEMENT SOFTWARE

Snooze
AN A.M. EATERY

Snooze Improves Business Processes and Increases Efficiency with Ecotrak

COMPANY
Snooze an A.M. Eatery

INDUSTRY
Restaurant

ABOUT
Snooze an A.M Eatery is a Denver based company that aims to change the way you think about breakfast. Since 2006, they have served breakfast with creative twists on classic dishes.

CUSTOMER SINCE
2019

NUMBER OF LOCATIONS
41

WHAT ECOTRAK REPLACED
Excel

CHALLENGE
Snooze handled a high volume of service requests through calls, emails and texts without a facility management software system in place. The team manually kept track of issues in Excel by location and equipment, making it difficult to manage and organize. The team was juggling multiple projects and requests were falling through the cracks. Realizing this was not scalable, Snooze focused on finding the right technology partner for a system-wide roll out.

GOAL
As a fast growing restaurant concept, Snooze required a strong facilities and maintenance management platform to manage, organize and have visibility into spend across all locations. They wanted an operator friendly solution so individual locations could enter their own requests for maintenance and repairs.

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SOLUTION

Snooze reviewed Corrigo and Service Channel before selecting Ecotrak as it's technology partner. "Both platforms worked well, but Ecotrak had the advantage by offering competitive pricing, not charging vendors for using their system, being the simpler solution and they demonstrated a strong commitment to customer service," said Sandra Rosenthal, Director of Facilities.

RESULTS

By utilizing the power of Ecotrak Facility Management Software, Snooze received significant financial and operational gains through:

> Robust reporting providing trends by location and spend per period

> Data to make better business decisions. By analyzing trends in Ecotrak, Snooze identified a manufacturing problem on a piece of equipment. Snooze received significant cost savings, free replacement parts and an extended warranty across locations from the manufacturer.

> Repair and maintenance spend by location and equipment type

> The benefits of Ecotrak are it's simplicity, not charging the vendors, the high level of customer service and staff who understand the operation and vendor sides. Up to **80%** of my vendors say Ecotrak is the easiest software to use. The operators love it too.

Sandra Rosenthal,
Director of Facilities,
Snooze an A.M. Eatery

> A simple, mobile app downloaded to iPads for managers to place service requests across locations

> Vendor and work order management. With Ecotrak, Snooze can approve work orders, invoices and efficiently communicate with service providers, saving time.

> Unparalleled customer service with a dedicated account manager + 24/7 support

ABOUT ECOTRAK

Ecotrak is the leading facility and asset management software, providing a user-friendly experience that allows companies to manage their facilities and save money with real-time, actionable data. Book a personalized demo at ecotrak.com.

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