

World Leading Casual Dining Restaurant Company Partners with Sagent to Reduce Downtime and Increase Profits



“Sagent’s partnership for onsite IT hardware support is a template for how other partners should own and drive results along side their customers. They are accountable, professional, focused on value add and continual improvement.

Their consistent 95%+ service level attainment has far surpassed the previous ten years where 80% was celebrated, they’ve reduced the break/fix repair time on network gear and exceeded our expectations by placing technicians (locally), so these restaurants can have same day services instead of next day. These locations have never had this timely of service for IT break/fix repair.

Sagent is the standard by which all IT partners are measured!”

**- “Above The Line Award”
Recognition**

From Concern to Confidence for Chili’s & Maggiano’s

In the past, Brinker International, Inc. (NYSE: EAT) used a variety of IT vendors that didn’t provide the level of customer service or SLA achievement necessary to keep their 1,100+ Chili’s® Grill & Bar and Maggiano's Little Italy® restaurants running smoothly. As a result, they found themselves spending countless hours managing a host of support contracts and trying to limit the damage of missed SLA’s and excessive downtime. The team at Brinker knew there was a better way and turned to Sagent for help.

From the moment Brinker started to leverage their new Sagent resources they instantly noticed the increased responsiveness and ownership of the issues at hand. Sagent’s team oversees thousands of tickets, on a 24x7 basis, and manages inventory across hundreds of depot locations to ensure engineers can be quickly dispatched to restaurant locations across the United States. The improvement was so apparent that in 2019, Brinker awarded Sagent with an “Above the Line” recognition award.

Every Guest that enters a Chili’s or and Maggiano’s restaurant interacts in some way with technology for which Sagent is responsible. From the network servers, to the kitchen equipment that manages their food preparation, all these systems play a big role in the overall Guest experience Brinker has designed.

The Final Results

95%+ Service Level Achievement

4 Hour Support for 1,100 Locations

Coverage for All Restaurant Technologies

As the Brinker restaurant group continues to grow, the many support improvements implemented by Sagent have made an impact on the business. Brinker found that SLA’s had improved 15% across North America, and the amount of times an engineer had a “first time fix” when dispatched was up significantly. All of this allows their IT team to focus on higher-value tasks, with a singular focus on business growth.