



Owner
Brinker

Contract Type
Lighting

Electrical Contractor
FSG

CHILI'S Nationwide

FSG was faced with the challenge of simplifying the process by which Chili's store managers ordered and tracked lighting products needed for maintenance.

CHALLENGE

FSG was faced with the challenge of simplifying the process by which Chili's store managers ordered and tracked lighting products needed for maintenance. The solution was to create a custom imaged order guide using actual pictures taken in Chili's restaurants.

SOLUTION

Managers were provided a link from the Chili's desktop that connected to the FSG website. Once on the site, the guess work needed for selecting the right products was removed. Knowing part numbers and lighting specifications was no longer necessary. All managers needed to do was find the image of a fixture for which a lamp was needed, click on the picture, and they would automatically be taken to an ordering page with the lamp image and language describing the corporate-specified lamp. Other benefits of this custom maintenance system included: individual store passwords for security; ability to control a monthly budget; ability to view and order from a lamp buying history; tracking existing orders; and EDI capabilities.

