Operational Excellence - How HappyFox Reduced Ticket Volumes & Enhanced Business Intelligence for Sonny's BBQ

Industry - Hospitality

happyfox

About Sonny's BBQ

Founded in 1968, Sonny's BBQ started as a local BBQ joint in Gainesville, Florida. Over five decades, it has grown into a celebrated chain with more than a hundred restaurants, maintaining its commitment to slow-smoking over oak and preserving its local joint feel across all locations.

Challenge

The key challenges they faced:

Complex IT Environment:
Prior to HappyFox, Sonny's BBQ utilized multiple IT support systems including Service Now, Spiceworks, SolarWinds Helpdesk, & Fresh Service. The complexity of managing multiple systems led to inefficiencies and they were not able to consolidate under any one of these systems.

Need for Advanced Feature:
There was a high demand for database structuring, customization, API integration, app/add-on integrations, and automation flow to streamline operations and support data analysis.

Implementation

Selection Process: After comprehensive research and analysis and evaluating including Servicenow, Speciworks, Solarwinds & Fresh Service, HappyFox was chosen for its ability to meet specific criteria desired for the future state of Sonny's BBQ IT support system.

Customization & Implementation: HappyFox stood out for its attention to detail, customization options, and integration capabilities with Sonny's unique data environment, Microsoft Teams, and Asana, among others.

Automation & Adaptability: The solution offered automation and ease of use, along with SCRUM/Kanban like flow for daily tasks, enabling them to integrate ticketing data into their business intelligence reporting seamlessly.

Why HappyFox?

| Adaptability | Customization | Integration |

| Automation | Superior support |

Results

Enhanced Operational Efficiency:
HappyFox has proven to be extremely useful, enabling Sonny's BBQ to actively use support data in conjunction with restaurant operations data for a comprehensive view on projects, challenges, and innovations.

Significant Impact on Business Intelligence: The integration with HappyFox has allowed for an overall reduction in internal and brand tickets, with the IT and business intelligence teams leveraging custom and default data to enhance store status dashboards.

Reduction in Ticket Volume: Since implementing HappyFox, Sonny's BBQ has seen a notable overall reduction in the volume of internal and brand support tickets. This decrease can be attributed to the system's robust automation capabilities and the effective use of business intelligence to preempt and resolve issues more efficiently.

Our Experience

Sonnys BBQ's integration of HappyFox into its IT and business intelligence framework represents a significant leap forward in enhancing operational efficiencies and data-driven decision-making. By transitioning to a more automated and integrated support system, we not only streamlined its IT support processes but also empowered its business intelligence efforts. The relationship with HappyFox's representative exemplified the exceptional customer service provided, ensuring immediate engagement and resolution of any issues encountered.

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HappyFox has not just been a tool; it's been a game-changer for Sonny's BBQ. The efficiency and clarity it brought to our IT support and business intelligence processes have allowed us to significantly reduce ticket volumes while improving our operational insights. This isn't just about solving IT issues; it's about elevating the entire brand's operational excellence.

Joshua Gravely,
IT Manager, Sonny's BBQ.