



SWIG MAKES SWEET CHANGES TO SERVICE WORKFLOWS WITH ECOTRAK

Empowering the facilities team with flexible Ecotrak tools and operational visibility

Company

Swig Drinks

About

“Home of the Original Dirty Soda” customizable soda franchise. Based in Utah with a fast-growing presence coast-to-coast.

Industry

Restaurant/
Beverage

Customer since

2025

Location

140

We replaced

Another CMMS
Software

Challenge

The corporate Swig Drinks office was managing 90+ locations directly, and the previous CMMS solution wasn't able to keep up. Without being able to adjust the CMMS backend directly, the Swig team had no visibility into up-to-date work order status. Service responses were so slow and time-consuming that individual store managers were requesting to perform repairs outside of the CMMS system. Data wasn't reliable, which skewed reporting, and despite paying extra for a Preventive Maintenance (PM) program, the facilities team still ended up managing PM management tasks. Swig was held back by CMMS inefficiencies.

Strategy

Swig needed a new facilities and maintenance management platform that would allow their operations team to handle service needs quickly and reliably. Leaders wanted to support how the internal Facilities Management team provided basic troubleshooting, and also facilitate external vendor dispatch repairs. The facilities team wanted a solution with intuitive navigation, more flexible functionality, and up-to-date ticket activities and comment logs for all users.

“ Implementing Ecotrak was such a night and day difference. Rather than spending my day dealing with issues with [the previous CMMS], I am doing what I should be doing: reviewing tickets, talking with vendors and store managers, getting things fixed. ”

Kurt Peterson, Director of Facilities , Swig Drinks

Solution

Swig chose Ecotrak as their new Computerized Maintenance Management System (CMMS) platform. Their goal was a flexible, functional facilities management platform that allowed them to:

- Adjust user assignments as needed, managing personnel changes between stores and using location service histories to get managers up to speed quickly
 - Set cadence and scope of preventive maintenance activities, with the ability to review and change
 - Leverage document storage functionality to centralize storage of location-specific information, including attachments about leases and landlord responsibilities
 - Create foundation for data-driven decision making about equipment and vendors, including detailed repair and maintenance spend and service spend history
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Results

- Faster resolutions and more effective work order management, including live status updates that allowed the central facilities management team to monitor progress and prioritize issues needing escalation
- Implementation that “was a breeze” for the internal team and led to simple-to-use training materials for existing and store managers
- Positive feedback from vendors that Ecotrak is streamlined and easy to use
- Benefits to the entire facilities management team, at what amounted to half the price of the prior CMMS provider
- Future plans to start using Ecotrak’s AI-powered EMA feature to troubleshoot equipment or aid in navigating the platform quickly