



SIZZLING PLATTER  
A FRANCHISE GROWTH PLATFORM

# SIZZLING PLATTER DRIVES FACILITY MANAGEMENT AND KPI INSIGHTS WITH ECOTRAK

Facilities team manages in-house and external service tickets, tracks equipment information, and logs performance data using Ecotrak.

## Company

Sizzling Platter

## About

Franchise Growth Platform with 800+ locations and more than 13,000 team members in the United States and Mexico

## Industry

Restaurant

## Customer since

Q4 2023

## Location

800+

## We replaced

Service Channel  
& JLL/Corrigo

## Challenge

With 800+ locations and 8 franchise brands, Sizzling Platter needed a way to manage facilities at scale while keeping costs in check. The team faced mounting complexity, balancing in-house and outsourced repairs, tracking service-level agreements, and maintaining a massive fleet of equipment across multiple regions. Rising inflation only added pressure, forcing them to rethink how they managed repair and maintenance spend while supporting continuous growth.

## Strategy

Sizzling Platter needed more than a work order system, they needed a smarter way to run facilities. After evaluating multiple platforms, they chose Ecotrak to centralize maintenance operations, streamline technician deployment, and track asset data across every location. The goal: shift from reactive repairs to proactive cost control, using real-time insights to improve decision-making, extend asset life, and protect margins in a challenging operating environment.

**“ I think the pressure on the P&L is going to continue, across wages to cost of goods sold to other operating lines, particularly repair and maintenance CapEx costs. For us, the more insight and data we have to quickly diagnose something that's just happened, or be able to get ahead of things by predicting what will happen and when, the more efficiently we can deploy resources to maintain or expand our margin profile despite a tougher operational environment. ”**

David Tresko, Executive Vice President of Revenue Management

## Solution

Sizzling Platter chose to switch their facilities management to Ecotrak's Computerized Maintenance Management System (CMMS). The “seamless transition” to Ecotrak allowed the organization to tackle multiple priorities with one software solution:

- Manage service tickets daily to deploy technicians for repairs and maintenance at scale, for equipment from HVAC to ovens and grease traps.
- Support hybrid regional facilities management model, deploying in-house technicians when it is cost effective and outsourcing other repairs to local vendors.
- Minimize operational disruptions at franchise locations through preventative maintenance schedules and timely service responses.

## Results

- Successful “air traffic control” of estimated tens of thousands of technician work order tickets per year, tracked against the budget set.
- Greater insight into facilities KPIs, tracking equipment, building, and maintenance cost trends over time with integration into Power BI.
- Value savings from tagging serial numbers, warranty data, and service history for all assets in every acquired or opened store.
- Better repair/replace decision making, powered by fleetwide data set and detailed analysis (with plans for leveraging new AI tools).

**65% WORK ORDER VOLUME INCREASE**

**1.2% AVG WORK ORDER COST REDUCTION**

**15% WARRANTY USAGE INCREASE**

\* 2025 data highlights