

HOW PIADA ITALIAN STREET FOOD CENTRALIZES WORK ORDER MANAGEMENT

Piada empowers individual operators through Ecotrak's CMMS platform and streamlined communication.

Company

Piada Italian Street Food

About

Piada is one of a kind, specializing in freshly prepared Italian street food. Founded in Columbus, Ohio in 2010, the organization has grown to 60+ locations across multiple states.

Industry

Restaurant

Customer since

February 2023

Locations

60

We replaced

Email chains and phone calls

Challenge

In its early growth stage, Piada's operations team managed facility repairs on a site-by-site basis, relying on local service providers and handling maintenance independently. As the company expanded to more than 40 locations, a centralized facilities email was introduced to streamline requests. However, the volume of tasks quickly outpaced this system, highlighting the need for dedicated facility management software to effectively handle the growing workload.

Strategy

To ensure consistent outcomes with service providers, Piada required a facilities management platform capable of tracking repairs and maintaining detailed work order histories. The solution also needed to be intuitive for individual operators to use, while providing the facilities team with clear records to support issue escalation when necessary.

“I'm looking at **real time data. I'm looking at things that were done with actual time stamps, and **having that accuracy has changed everything about my job**. ”**

Amanda Selvey - Development and Facilities Manager at Piada Italian Street Food

Solution

After interviewing multiple facilities management software companies, Piada chose Ecotrak as their Computerized Maintenance Management System (CMMS) platform. The operations team wanted to use Ecotrak as a central facilities management tool in order to:

- Replace time-consuming back-and-forth email threads and phone calls with a centralized record of work order details.
 - Resolve existing facilities challenges quickly and lay the groundwork for faster resolutions in the future.
 - Develop a record of service histories for specific assets to inform repair and maintenance strategies.
 - Ensure transparency and accountability with service providers through documented work order timelines.
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Results

- Accurate data sets to drive strategic organizational decision making, specifically for determining ROI on preventive maintenance program spend with key assets.
- Process automation connecting work order tracking and service provider vendor management, saving operators time and energy.
- Streamlined communication between central facilities team and operators in the field, providing troubleshooting support for individual locations as needed.
- Detailed histories on assets with high failure rates, informing equipment priorities and company-wide strategy.

“Once we implemented Ecotrak, operators had more free time. They didn't need to spend time finding the right vendor, following up, and processing billing. It is now driven by the Ecotrak platform with facilities oversight. **Process automation was a game changer for operations and facilities. ”**

Amanda Selvey - Development and Facilities Manager at Piada Italian Street Food