

## Portland Quiznos Franchisee Liberated from Paperwork to Spend More Time on Business Development, thanks to RemoteMgr.com

### C A S E S T U D Y

**Owner:** Tom Chambers

**Franchise:** Quiznos®

**Store Locations:**  
Portland, OR; Beaverton, OR

**Total Employees:** 35

One of the most important things a QSR franchisee can do to achieve success is to create a substantial client base – and ensure that customers have the kind of experience that keeps them coming back into the store. But doing business development and maintaining top notch customer service takes time...something that most QSR franchisees are lacking.

"I felt it was important to spend more time out in the community building sales," said Tom Chambers, a two-store Quiznos franchisee based in Beaverton, Oregon. "There are a lot of corporate parks and car dealerships around my stores, and securing some catering business would be a huge boost to my bottom line. To do so, however, I needed to spend less time on paperwork – accounting, scheduling, maintaining employee records. In August of 2007, I decided to install RemoteMgr to help streamline my operations."

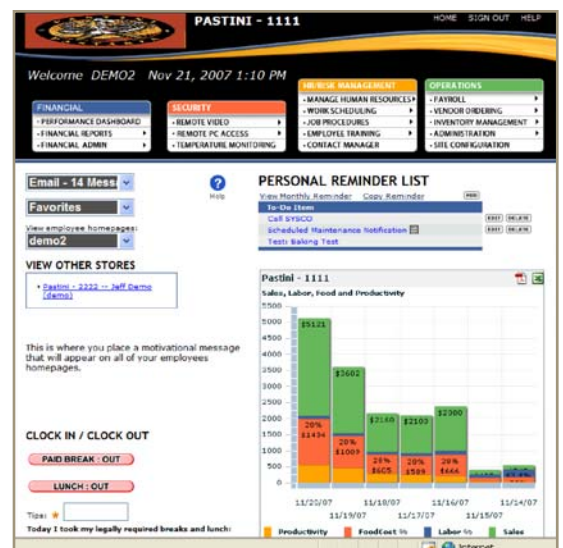
RemoteMgr uses web-based applications and hardware to create an end-to-end QSR Management System, which include modules for Financials, Operations, Security and HR/Risk Management. Functions that can be performed with RemoteMgr include accounting and reporting; video surveillance; time and

attendance tracking; employee communication; payroll; on-line food ordering; on-line training; and work scheduling.

In the three or four months since installing RemoteMgr, Tom has seen very concrete improvements in his operations. "I've been able to decrease labor costs, and have almost eliminated scheduling issues," Tom said. "I've also cut down significantly on the paperwork that would generally take hours of my time each week. With RemoteMgr, many of these book- and record-keeping processes are automated."



See Tom Chambers discuss his RemoteMgr.com installation at [www.remotemgr.com/quiznospxd](http://www.remotemgr.com/quiznospxd).



RemoteMgr.com lets you oversee activities in your stores through surveillance cameras, dashboard reports and online scheduling.

## Before and After RemoteMgr

The chart below reflects how the use of RemoteMgr at Tom Chambers' Quiznos locations has impacted how he and his managers conduct many important tasks.

	BEFORE	AFTER
<b>Safety</b>	Hard to enforce, employee safety dependant on operator/ manager present.	Video enables realtime review of general conditions at multiple stores. If specific allegation arises, video query can immediately call up specific footage. This provides peace of mind when I'm not present.
<b>Security</b>	Relied on employees to follow checklists and always had two people on for closing.	Video cameras act as a deterrent, with potential of capturing images of robbery or vandalism.
<b>Risk Management</b>	Relied on hearsay, word of mouth, "he said/she said."	RemoteMgr records all employee activities, including late clock ins and any performance write-ups. I can query incidents where worker's compensation/ liability are in question.
<b>Time and Attendance</b>	Tracked on paper; relied largely on honor system.	RemoteMgr records when employees clock in and clock out, and when they take breaks. Can be verified on video. This makes employees more accountable.
<b>Employee Files</b>	Not well maintained or updated on a regular basis.	Employee files are maintained virtually and automatically. Employee has greater access and ability to view/challenge entries. Records are much better organized as a result.
<b>Employee Performance</b>	Relied on documentation by supervisors; not always accurate and up-to-date.	RemoteMgr's video component captures real time performance and allows me to survey activities even while off-site. Performance increases with feedback from recorded video, providing a tool for employer/employee communication & productivity review.
<b>Labor Costs</b>	Relied on managers to make determination on staffing levels; not always accurate.	RemoteMgr generates a "productivity report" that shows revenue divided by labor costs. If that number is too low, I know some employees need to be sent home; if it's too high, we may need to bring in additional employees to maintain level of service.
<b>Payroll</b>	Cumbersome, translation from paper to computer, faxed to ADP.	RemoteMgr compiles all payroll information; I check it briefly and hit "send."
<b>Financial Management</b>	Accounting done manually on Excel worksheet.	All data metrics recorded automatically, accessible on-line from remote locations. This provides great peace of mind when I'm not on site.
<b>CPA Interface</b>	Cumbersome to fax required paperwork to CPA, CPA service is expensive.	RemoteMgr compiles all financials for CPA automatically; I check it briefly and hit "send."

To learn more about how RemoteMgr can complement your Quiznos operation, please contact Remote Technologies at 503.639.9477 or [sales@remotemgr.com](mailto:sales@remotemgr.com).



Remote Technologies, Inc.  
5775 SW Jean Rd. • Suite 101  
Lake Oswego, OR 97035  
503.639.9477 • [www.remotemgr.com](http://www.remotemgr.com)

© 2007 Remote Technologies, Inc., RemoteMgr.com is a trademark of Remote Technologies, Inc.