



QUEENSWAY CASE STUDY

FROM BEANS TO BUCKETS; BUILDING FM SUCCESS IN THE TAKEAWAY TRADE

How Expansive FM helped Queensway's Starbucks & KFC franchise scale at speed.



At a glance

Queensway are a hospitality group managing major hotel, coffee house and restaurant brands across Europe and East Africa. They operate 23 Starbucks shops in the UK and 19 KFC restaurants in Austria and Slovakia, with an ambitious plan to add 10-15 new outlets every year across these regions.

The Queensway CAFM story in numbers



8 week mobilisation



Operational in 3 languages and 2 currencies



10% increase in SLA compliance



99% contractor uptake



10% increase in first time fix rate



4.5% reduction in reactive maintenance costs

Brewing for change

In 2021 Queensway were plotting to grow their Starbucks and KFC franchise, but lacked centralised FM software to streamline their process, reporting and budget control.

"We were running FM in our business using spreadsheets and email. A lot of data and knowledge was stored in the heads of our teams. We were distracted by the constant manual admin of reactive and preventive maintenance. We needed to digitise and automate to save time and money."

Shakeel Jivraj, Head of Operations for Queensway Coffee Houses

A third of FM's working week was being wasted

Shakeel calculated that 35% of his FM team's time was spent booking work, chasing contractors and managing reactive maintenance. Repetitive tasks were eating up resource and removing managers from strategic tasks. A lack of automation was creating gaps in process and oversight that was threatening compliance.

"A third of every working week was wasted on admin that could and should be automated. It was dangerous for our business"

Shakeel Jivraj, Head of Operations for Queensway Coffee Houses

Expansive appointed as CAFM partner

Shakeel knew that the business had to find a single CAFM platform to control their processes, centralise reporting and unleash the data that could optimise their real estate performance. So, the search for a solution began.

Following a highly competitive tender Expansive were appointed as Queensway's CAFM partner.

The results

Within 8 weeks the CAFM was being used by Starbucks outlets in the UK and the KFC in Austria and Slovakia. Expansive helped the teams rapidly upload data, as well as configure bespoke workflows and reporting.

The CAFM transformed visibility and accountability across the organisation. It is now helping everyone in the chain optimise their performance. Contractors' first time fix rates have been reduced as communications are automated and work order management streamlined. Money is being saved across the board.

Head office has overall visibility but individual store managers are now able to control costs at a micro level:

"For the first time the people on the ground can see what they are spending and where they can drive new efficiencies. This is important because FM is a massive part of P&L in our business. We believe giving our workers the digital tools to work smarter contributes to cost savings, profitability and drives our growth."

Shakeel Jivraj

A final takeaway

Spreadsheets and email are a thing of the past. The teams in UK, Austria and Slovakia are using a single CAFM to manage work orders, log data, control budgets and analyse performance. Across the business all their teams are confident their ability to control operations can keep pace with the rapid growth of their real estate.



Expansive were the only supplier we met who had the capabilities to help us scale fast and expand at our required pace. The interface was slick, intuitive and exactly what we needed to organise our work orders, control our costs, and meet our compliance goals.

Shakeel Jivraj

Head of Operations for
Queensway Coffee Houses

An original recipe for success

The training and customer service the Queensway team has received from Expansive has been exceptional.

"I'm able to hold Expansive to account. If we've needed additional support from the team, they've always been at hand. I know that I can pick up the phone and ask a question or get help with what's required"

"I feel that we've made a very good decision in coming on board with Expansive and I would highly recommend them to any franchise business who need to scale quickly."

Shakeel Jivraj

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Expansive Solutions

1st Floor Cloister House, Riverside, New Bailey Street, Manchester, M3 5FS, United Kingdom

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