

QSR Chain Achieves Consistent Quality Across 5,000+ Locations

Customer Profile

- ▼ A quick-service coffee retailer and one of the most recognized consumer brands in the world.
- ▼ They serve millions of customers daily across retail, travel, and convenience locations.
- ▼ Their 5,000+ U.S. locations are broadly distributed across urban, suburban, and highway corridor markets.

The Situation

- ▼ The client faced increasing equipment complexity required to maintain high customer service.
- ▼ They experienced high costs from equipment downtime when service was delayed.
- ▼ They struggled with expensive, inefficient maintenance due to insufficient team support and training.

The Challenge

As equipment grew more complex, maintaining consistent, high-quality customer experiences across locations became increasingly challenging.

The organization needed a more proactive, coordinated approach to ensure uptime and protect brand continuity.

At the same time, it sought to optimize asset value, reduce facilities spend, and partner with a provider capable of scaling with long-term growth.

The Solution

Vixxo delivered consistent, high-quality service through a blended network of internal technicians and trusted partners, supported by enhanced training and onboarding programs.

With coverage across 5,000+ locations in the U.S. and Canada, the solution scaled with the client's footprint.

By centralizing management of 40,000+ assets, Vixxo improved visibility, coordination, and control across the network.

Results Delivered



20% increase in service levels



90%+ first-time fix rates



98% completion of monthly scheduled maintenance

“ You can't underestimate how difficult it is to achieve a very high standard with an outsourced partner, which is why we call Vixxo a strategic partner ”
- Director of Facilities, Coffee Client



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