



IT Deployment & Installation Services for Chipotle

Case Study

Chipotle
www.chipotle.com

Summary

Chipotle was in search of a technology deployment partner to fulfill cabling requirements across their rapidly expanding network of restaurants. A previous provider was not following Chipotle's policies which led to wasted time and energy. In search of a true partner, Chipotle refocused their efforts to work with New Era Technology to adhere to coverage at the national level while aiding in upcoming projects.

Challenge

The size of the conduit in place was not large enough to hold all cables within scope. New Era was responsible for identifying a solution that also adhered to future deployments. Additionally, to manage over 200 deployments a year as part of Chipotle's new restaurant opening, Chipotle launched a new service management tool. New Era had to quickly learn the new tool to ensure processes were updated and delivered on future projects.

Solution

New Era's team identified a solution to ensure the conduit would work for all future deployments. With a designated support group, New Era provided Chipotle's infrastructure and design team with the appropriate collateral and playbooks needed to ensure business continuity for the organization's network infrastructure.

Process

With a partnership approach and full transparency from the beginning, Chipotle was excited to have New Era Technology proceed with a handful of new restaurant technology deployments. New Era created a detailed manual following the first deployment for openings in the future.

Outcome

New Era's cabling expertise and expansive network of technicians provided full transparency for what Chipotle was receiving for tasks and deliverables. New Era addressed initial concerns and took a proactive approach to the partnership. Due to the trusted partnership, New Era continues to adapt and take on additional projects as applicable for Chipotle. In a most recent project, Chipotle includes a new digital make-line rollout, where Chipotle is adding a second make-lines to meet digital order demand. New Era is responsible for 100% of the cabling installation and 50% of the equipment installation and testing for this new deployment.

As of 2022, New Era has completed nearly 1,800 stores. Chipotle has seen a 2-4X reduction in downtime, exponentially above their goals, due to New Era's network of technicians. Since its inception, the solid partnership between Chipotle and New Era has decreased the support burden that Chipotle's IT team has to bear allowing them to focus their efforts on strategic IT projects that help drive Chipotle forward.

Want to learn more about this project or solution?

Call us at 877-696-7720 or send an email to solutions@neweratech.com.

“ New Era has proven to be a value-added partner by not behaving like a vendor supplier, but understanding the impact of the work they deliver to the success of Chipotle.”

— IT Operations Services Mgr., Chipotle