



WESCO *delivers* for Bob Evans | A Case History

WR Controls' Single Source Solution Provides System-wide Cost and Space Savings to Bob Evans Farms

Family restaurant chain Bob Evans

Farms Inc., Columbus, Ohio, is meeting

all the power distribution, electrical

control, HVAC, and lighting needs for its

new restaurants while saving substantial

wall space and installation costs with

WESCO WR Controls' custom-designed

Integrated Facility System (IFS) package.



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WR Controls supplied and integrated all aspects of Bob Evans Farms' new electrical control solution with Cutler-Hammer's industry-leading power distribution and control equipment. Pre-wired to Bob Evans Farms' specific requirements, the units occupy substantially less wall space than the company's former electrical control solution and are installed in a fraction of the time and cost of conventional methods.

The IFS package, plus the comprehensive service and support supplied by WESCO WR Controls, Columbus, Ohio, enables Bob Evans Farms to:

- Substantially reduce control equipment installation space requirements
- Lower overall equipment costs
- Significantly reduce installation time and field labor costs
- Eliminate the costs of stocking, storage, and individual equipment installation
- Provide each location with around-the-clock service and support

Key Success Factors

With WR Controls' expertise and experience in serving multi-site commercial and retail outlets, Bob Evans Farms is benefiting from:

- The advantages of replacing traditional multi-source equipment purchasing with a sole supplier
- WR Controls' ability to meet the restaurant chain's power distribution and electrical control needs, including lighting and HVAC
- WESCO's proven procurement solutions that provide significant supply chain cost reductions and process improvements

- Cutler-Hammer's dedicated design and production resources tailored to meet the needs of retail facilities

Starting The Process

When Bob Evans Farms began investigating marketplace alternatives to its then present power and lighting control equipment, it was aware of the inherent cost and complexity of conventional methods of buying and installing power distribution, electrical control, HVAC, and lighting equipment. The company's Senior Vice President of Construction, Pete Steininger explains, "Since we build about 30 new restaurants annually, we were not only looking for a sole source equipment supplier, but also one who would serve as a single point of contact when any of our locations needed service and support. After learning about WR Controls' product and service offering from one of its current customers, we contacted WR Controls President Mike Wise and asked if the company could develop a cost-effective solution for our needs."

Transcending the Cost and Complexity of Traditional Procurement Methods

In reviewing the conventional methods the restaurant chain was using to purchase and install its equipment, Wise found that 15 pieces of loose equipment from multiple vendors would arrive at each new restaurant construction site. There, a contractor would have to receive and inventory all the pieces, mount and cable them, plus install the breakers. Wise and his engineering team assessed the restaurant's actual power, electrical, HVAC, and lighting requirements. After determining these needs, WR Controls looked at how those needs could be met in ways that would max-

imize the selling or storage capacity of each restaurant.

Wise showed how WR Controls' solution would increase the efficiency and lower the cost of individual restaurant construction, increase the efficiency of restaurant network expansion, increase the operational efficiency of individual and network operations, and standardize on leading manufacturers and service providers.

Steininger points out, "WR Controls was the first supplier to take a serious look at what we really needed. Often others focused on what they could sell us, rather than how to help us meet our needs cost-effectively. When we saw how Mike and his team reviewed our situation, we knew that WR Controls' objective was to work with us — not for us. Their approach set the tone for a relationship of trust, cooperation, and communication between our two organizations."

One Solution for the Entire Chain

Working with Bob Evans Farms' Engineering and Design Department, WR Controls, together with Cutler-Hammer, designed a customized IFS system, which provided one control solution for the entire Bob Evans Farms network. It not only provides the restaurant chain with more features than standard configuration equipment, but also reduces wall space requirements substantially. By integrating the panels that are required for the restaurant's switchboard prior to shipment, the system can be installed as soon as it arrives at the construction site resulting in substantial time and labor savings. A host of costly and time consuming steps are eliminated with this process. Since mounting, cabling, and installation of individual

components are not required, field labor costs are significantly reduced. Additionally, since the control suite is assembled under factory controlled conditions, each restaurant has the assurance of equipment and performance consistency.

A Simpler Process Slashes Costs and Process Complexity

According to Steininger, "WR Controls' solution eliminated three steps from our former process: I used to have to hire a general contractor and an electrician. The electrician would go to a distributor who would go to the factory to buy all the parts and pieces. Once that was done, the supply chain would go in reverse to fill the order. By the time my order got to me, what I wanted had been interpreted by a number of people. This led to a lot of confusion, took a great deal of time, and added cost. "With a WR Controls package, installers still have to pull wires, but they don't have to mount separate panels or run the conduit. That prevents individuals from taking any creative license on the project and also gives us the assurance that we're getting what we ordered."

Working with WR Controls as a sole supplier, Bob Evans Farms has simplified its ordering, delivery, and invoicing process — further reducing costs. Since the material is shipped in pre-assembled units, shipping costs are lower than conventionally assembled components. This means there are fewer invoices to process and overall administrative costs are reduced. Similarly, the receiving process is simplified with less paperwork and fewer transactions. Using WR Controls' solution system-wide drives down Bob Evans Farms' costs by standardizing the installation process across all locations. The

consistent design reduces installation time, cost, and concern about meeting deadlines. Since the design is customized to the chain's needs, it not only takes up less space, but also adds layout flexibility at each location.

One-Call Service Performance

For Bob Evans Farms, WR Controls' service is a key benefit. Since it is a sole supplier of the equipment, any restaurant location need make just one phone call to WR Controls for immediate attention.

Steininger remembers, "In the past, we would have to call countless suppliers to get things rectified and then we weren't confident that the problem would be solved quickly. Now, with one phone call, we're sure that the situation will be addressed and we save a lot of time and frustration. "Resolving facility problems quickly is critical in the restaurant industry. Since maintaining operations is essential to our profitability, a key advantage of working with WR Controls as a sole source supplier is the availability of 24-hour service. Restaurant managers have the assurance that by making one phone call their problems will be handled promptly and their downtime will be minimized.

"A good example of how important this capability can be is a situation we had when one of our restaurants had a small fire in the mechanical room, which damaged the switchgear. With one phone call, WR Controls had another switchgear set delivered to that location the next day. That would have never happened if I had to call a supplier's factory in some remote location to get the equipment I needed."

Synergistic Strength: WR Controls, WESCO, and Cutler-Hammer

WESCO's procurement systems provide customers total supply chain cost reduction and process improvements. Through this combination of products and value-added services, WESCO offers comprehensive and documented cost-effective solutions to meet Bob Evans Farms' specific procurement needs.

According to Steininger, "With WR Controls as our sole supplier, we also benefit from the capabilities and strengths of WESCO and Cutler-Hammer. The organizations work

seamlessly to provide us what we need, and it gives us tremendous confidence knowing that each of these companies is working with our best around the world."

A WESCO Commitment to Bob Evans Farms

Steininger: "Working with WR Controls, we have seen that the company is committed to the same high standards of quality and service that we deliver to our customers.

Sharing the same level of dedication in those areas has been an important element in building and growing our relationship."

"WR Controls has proven its commitment to us as an accountable and responsible partner. Repeatedly, we have seen how the company handles every element of our interaction with a focus on how it can help Bob Evans Farms achieve operational and business goals."

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