

A background image showing several pizzas, including a large pepperoni pizza in the foreground and others with various toppings like vegetables and meats in the background.

## How SPB Hospitality Leveraged the Crunchtime Operations Management Suite to Save \$7M

SPB Hospitality is a leading nationwide restaurant franchisor and operator, managing a diverse portfolio of brands. With hundreds of locations across the United States, its concepts span a wide operational spectrum, including breweries, fast casual, quick-service, and full-service restaurants. Among its prominent brands are Krystal, Old Chicago Pizza + Taproom, and J. Alexander's.



500+  
Dining Locations



Multi-concept



US



Crunchtime Inventory  
Crunchtime Labor



J. ALEXANDER'S  
RESTAURANT

Krystal

OLD CHICAGO  
PIZZA + TAPROOM

**\$7M saved**  
on food costs

**1.5% reduction**  
in food variance

**4 hours saved**  
monthly on inventory counts

## Challenge

### Fragmentation and Inefficiency

SPB Hospitality operates a nationwide portfolio across several distinct restaurant concepts. Managing such a diverse footprint was historically plagued by fragmented data and manual labor. The organization previously used three different software systems for inventory alone, creating inefficient, disjointed processes that made it nearly impossible to standardize food cost control at scale.

Beyond inventory, its legacy scheduling software was cumbersome and time-consuming for field teams. Essential tasks, like shift swaps and time-off requests, had to be managed manually, and the system's forecasting capabilities failed to meet the demands of a modern workforce. Without a single source of truth, corporate leaders lacked the high-level visibility required to identify cost leaks or ensure labor percentages remained stable across multiple brands.

# Solution

## Unifying Food and Labor Across a Diverse Enterprise

To regain control, SPB Hospitality implemented a consolidated strategy by deploying the Crunchtime Operations Management Suite for both inventory and labor. This integrated solution replaced paper-based workflows with a modernized, mobile-first ecosystem flexible enough to accommodate the specific needs of each unique restaurant concept.

### Integrated Inventory Control

Using the Crunchtime Inventory Mobile App, teams transitioned from manual clipboards to standardized walking paths and real-time syncing. This ensured inventory counts were completed regularly and on time, allowing above-store leaders to actively participate in the review process and hold stores accountable.

### Automated Labor Optimization

Crunchtime's forecasting engine predicts labor needs for every shift, allowing managers to see exactly how many hours to schedule to match demand. SPB also uses Crunchtime's staffing templates to provide a baseline for different roles, reducing manual guesswork when creating schedules.

### Mobile Team Engagement

The Crunchtime Labor Mobile App digitized the employee experience, enabling staff to swap shifts and request time off on their phones. Managers can now approve or deny these changes with just a few clicks, drastically reducing administrative time.

### Operational Visibility

By centralizing food and labor data, SPB gained newfound visibility into operations. This transparency empowered managers to drill down into specific food items or labor metrics to understand exactly where waste or over-scheduling was occurring.

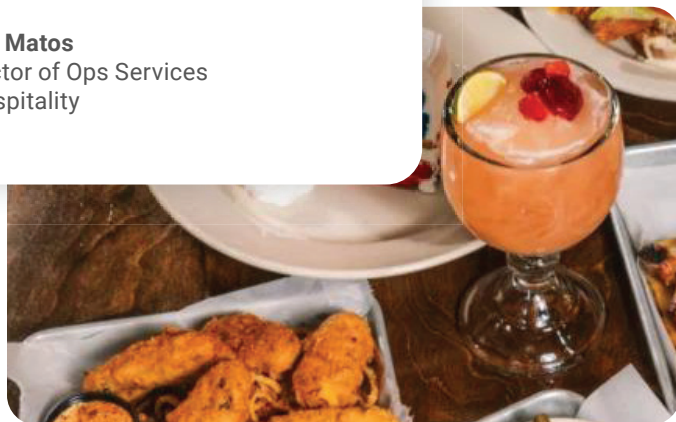
Michael Matos, Sr. Director of Ops Services, noted that this commitment to innovation has been central to SPB's success. **"By leveraging Crunchtime's suite, we've been able to achieve meaningful cost savings, streamline processes, and empower our teams to 'Serve People Better' and deliver exceptional guest experiences across our brands,"** said Michael.

This sentiment is echoed by the improved accountability found in the field. Michael previously highlighted how the digital transition changed leadership dynamics: **"Our directors and above-store leaders are now much more actively involved in the inventory review process because the stores are now completing their inventory counts regularly and on time."** He added that access to this real-time knowledge has helped SPB obtain buy-in from managers and establish a new level of accountability.

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**Michael Matos**  
Sr. Director of Ops Services  
SPB Hospitality





# Results

By embracing Crunchtime's suite, SPB Hospitality transformed its bottom line and achieved a new standard of operational discipline across its nationwide portfolio.

- **\$7M Annual Food Cost Savings:** By leveraging total visibility and standardized waste reduction strategies, SPB Hospitality saved \$7 million annually on food costs.
- **Reduced AvT Variance:** The organization achieved up to a 1.5% reduction in Actual vs. Theoretical (AvT) food cost variance across various brands.
- **Labor Stability:** Despite industry-wide inflation and rising minimum wages, SPB managed to keep total labor percentages flat compared to previous years.
- **Managerial Productivity:** In-store teams save up to 4 hours per month on inventory counts, while the Crunchtime Labor Mobile App allows managers to spend less time in the back office and more time on the floor with guests and employees.

This commitment to a data-driven culture and high-level operations earned SPB Hospitality the [Crunchtime Ops Excellence Award](#) in 2024. Today, SPB continues to leverage the visibility gained from Crunchtime to align with its corporate profitability goals.

Looking ahead, SPB Hospitality continues to grow, with Crunchtime playing a key role in ensuring smooth, efficient operations at scale. By modernizing daily workflows and establishing a single source of truth for both food and labor costs, SPB has built a scalable foundation to operate every location like its best one.

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**Michael Matos**  
Sr. Director of Ops Services  
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