PAVION™
CONNECT AND PROTECT

Pavion and Jack in the Box

Configuring Change, Fueling Growth

Challenge

"In the QSR arena, speedy service and order accuracy are critical for customer satisfaction and retention," says Brad La Cross, Senior Asset Protection Manager for Jack in the Box Inc. This is especially true when it comes to the drive-thrus. But when the pandemic hit and usage of the lanes jumped, the pressure to get an even firmer grip on this aspect of their operations intensified.

Overview

- Created Positive Security Experience

- Collaborated to Implement Increased Efficiency Solution

- Improved Drive-Thru Operations with New Concept

- Provided Peace of Mind with the Pavion Experience

Solutions

Enter Pavion

La Cross turned to Pavion, to help meet this challenge. He was familiar with that company's problem-solving capabilities, having hired Pavion in 2019 hoping to create a more cohesive, coherent approach to what was at that time "splintered" security, he explains.

With over 2,200 restaurants in 21 states and Guam, Jack in the Box is one of the nation's largest hamburger operations, according to La Cross. The security providers they used in the past had an array of issues that consistently and negatively impacted work outcomes, creating unnecessary delays and headaches. Selecting Pavion as its integrator and March Networks as the chain's VMS platform successfully mitigated these problems.

A New Drive-Thru Concept

Jack in the Box ultimately devised the Y-Lane drive-thru concept, a split-lane configuration that integrated two separate menu boards into one before the customer reached the pick-up window. Pavion and Jack in the Box began collaborating on how to implement the solution and accelerate service without compromising order accuracy. For this approach to succeed, according to La Cross, employees needed visibility to the vehicles

ordering at the menu boards to ensure the right order went to the right vehicle.

Pavion's solution was to add high-definition cameras to the lanes, enabling the drive-through employees

to see the make and color of the vehicles placing the order, thereby increasing order accuracy. The expanded camera system also allowed cashiers to see how many cars were waiting to order, identifying line queues and thus, speed of service; improvements La Cross says resulted in heightened customer satisfaction and fueled opportunities for revenue and unit growth.

The project involved a different application of their security systems, says La Cross. Cameras used to just point at the cash registers, back of house, and dining areas. But with the Y-Lanes, they took on a new role and application.

"Our camera system went from being 'just a security system' to a tool used to improve our operations. The expanded scope of our security system now more holistically supports the business. The project

represented a fundamental shift for me from seeing security systems as effective tools for loss prevention, theft deterrence and post-loss investigation to a more comprehensive asset to the operations of the business," explains La Cross.

"Pavion took the opportunity to build my personal knowledge of security technology by ensuring all the questions

I had were answered promptly and that my documentation for the new system design was complete and could be easily shared and applied by other restaurant operators in our system," he continues. "Their support in developing the split or 'Y-Lane' drive-thru solution allows my organization to continue developing restaurants with [this] design and to prosper in new markets, providing quick and accurate service to eager customers."

Benefits

Order Accuracy

Improved Operations

Speed of Service

Expanded Security

Higher Customer Satisfaction

Revenue and Growth Opportunites

The Y-Lane design is currently in only a handful of restaurants, but the chain is in a growth phase and will be developing more restaurants throughout the country, expanding its geographical reach, with the Y-lanes an integral part of that effort.

PAVION EXPERIENCE

We've Got You Covered

We call it the Pavion Experience. The lifecycle of services we deliver, from design through ongoing support,
that helps keep your fire, security, and integration systems running while saving you time and money.

Pavion brings best-in-class solutions together. Through the entire project lifecycle, we work with our customers to solve their problems and help them overcome their challenges. So no matter your project, we meet your needs with a partner you can trust.

Design

From the initial project kickoff to understanding your requirements, we'll design a solution that meets your needs with clear scope, bill of materials and comprehensive drawings.

Technology & Integration

Once your design is approved, we deliver your technology with first-class implementation, engineering, change management and training.

Service

With your solution fully implemented, Pavion offers multiple service offerings to make sure you get the most out of your Pavion Experience, with the highest level of reliability and customer service offered.

About Pavion

Pavion connects and protects
by providing Fire, Security, and Integration
solutions to customers in 55+ U.S. locations
and 22 countries. The company brings
industry-leading experience to clients in the
enterprise, healthcare, education, government,
data center and retail industries. Its mission
is to bring clarity and transformation to
safety, security, and communication through
technology and radical service.
Learn more at Pavion.com.

Our Industries

We've built solutions for many
different industries, and we're
ready to provide you with
the service and solutions you
need to connect and protect
what's important.

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Tech/Data Center
Property Management
Financial
Retail
Education
Distribution & Storage
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