



and

PREMIUM  Loaves



Fast Sandwiches, Faster Internet ●

How Vivant Powers
Reliability that Delivers




About Premium Loaves

“I’ve been on the Jimmy John’s payroll since I was 16 years old,” says Marc Largent, President and CEO of Premium Loaves. After serving as the Area Manager of the company’s original five Jimmy John’s stores in Bloomington, Illinois, he became a minority owner and purchased the group in 2018.

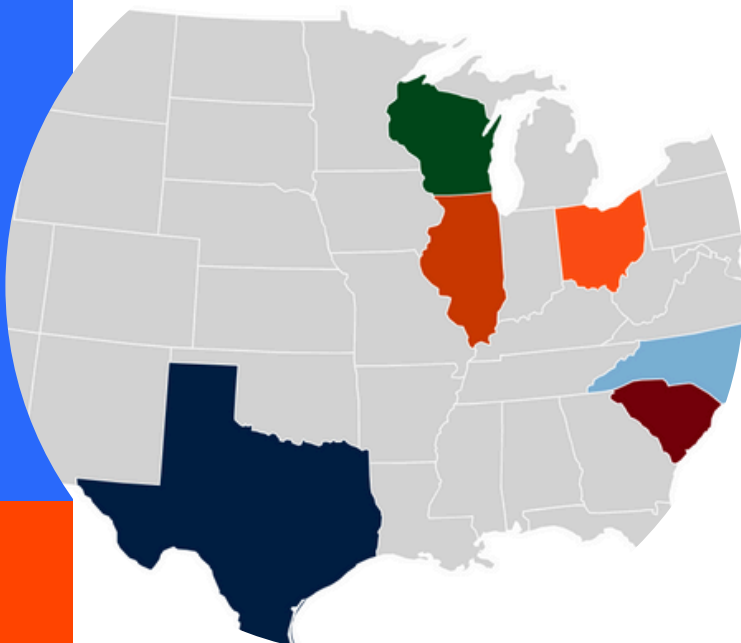
The company has grown from its original five stores to now 88, bringing “free smells” and “freaky fast sandwiches” to happy sandwich eaters in six states.

 **Vivant User Since**
2023

 **Industry: Quick Service Restaurant**
Owner and operator Jimmy John’s franchises

 **Locations**
Wisconsin, Illinois, Ohio, North Carolina, South Carolina, and Texas

 **Revenues**
Second largest Jimmy John’s franchise group



The Business Challenge



The Real Cost of Internet Outages

On average, the Premium Loaves' Jimmy John's stores tend to see their peak business time during the lunch hour between 11:00 and 1:00pm. Internet connectivity is critical.

"When you consider that 20–40% of our business (depending on store volume) comes from online orders, if the internet goes down, we could lose a half day's worth of sales," said Jeff Collier, Operations Support Analyst.



Unreasonable Monthly Expenses

When Premium Loaves acquired 10 Jimmy John's locations in Wisconsin, AT&T was the provider. Phone and Internet expenses averaged \$600–\$1,000/month! Jeff knew he had to find a more cost effective solution for those stores and he was looking ahead to the company's growth plans.

In addition, they were paying unnecessary fines and penalties for not running regular PCI compliance scans. Jeff recalls, *"Many times we thought we were running scans but they failed. Or we discovered issues, but had no idea how to fix them."*

"We're Experiencing High Call Volume."



Any time there was an internet outage in any of the stores, hours were spent (at all levels of the organization) on hold or trying to reach someone to fix the outage. It seemed impossible! And with every collective minute that passed by with no resolution, the lost revenue piled up.

Jeff Collier
Operations Support
Analyst



The Vivant Solution: Implementation

● The Myth: Change would be hard.

At least that's what the store operators thought.

In spite of the fact that there had been a lot of pain experienced any time internet outages occurred—which was frequently—operators were apprehensive about being down for days or having the transition not go smoothly.

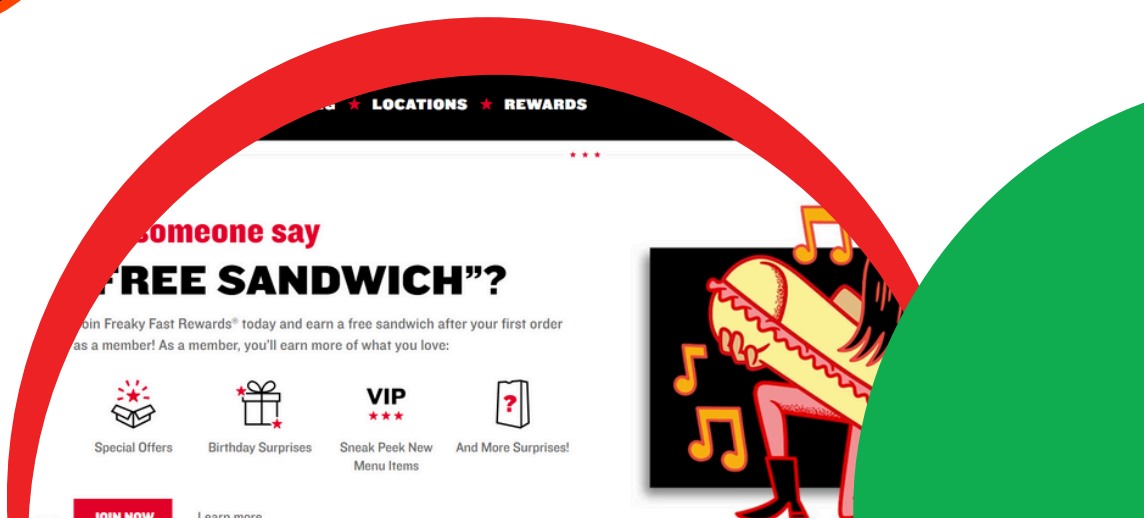
● The Reality: The change was easy!

Vivant was very well prepared to ensure a smooth transition. They set up and tested all of the equipment and connections first and did not make the switch until everything was ready. There were no disconnects and no downtime.

“The Vivant installation team actually accommodated the installation during off-hours so that they were not in the way of our business operations. No other provider would make those accommodations; they would show up during their window, which could potentially be during a lunch rush!”



Jeff Collier
Operations Support Analyst



The Vivant Solution

The Results

Lower costs = more money to the bottom line.

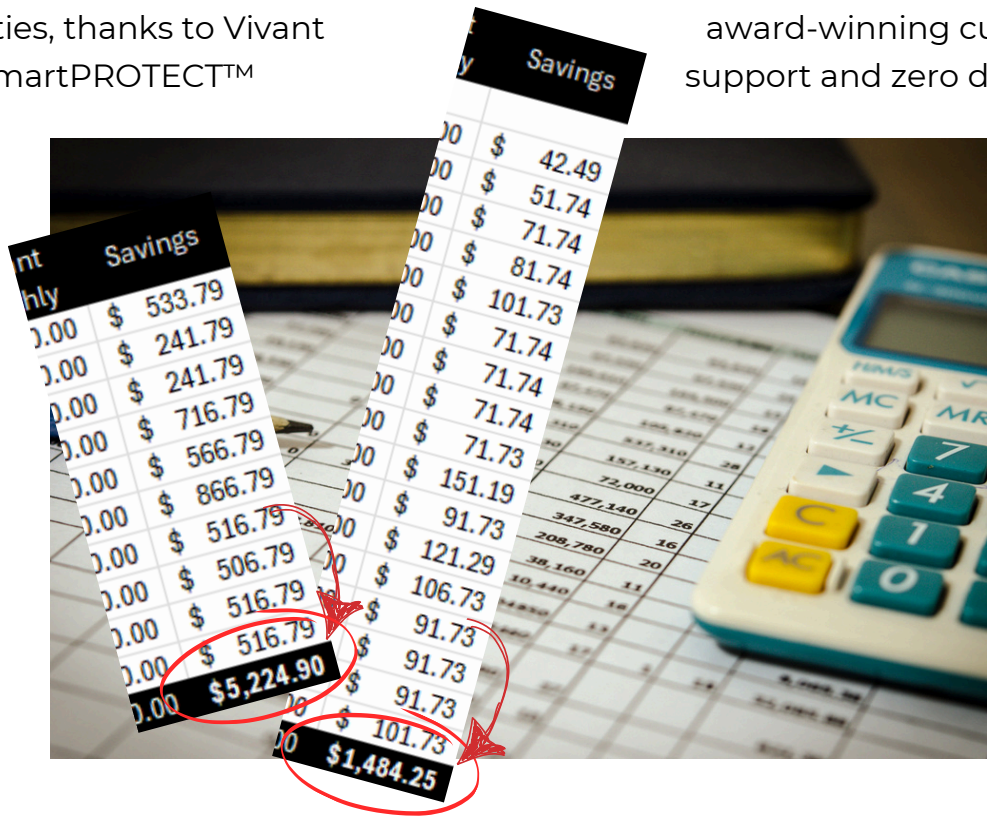
Example: Combined Savings: 26 stores

Saved
\$2,300/mo.

by eliminating all PCI-compliance fines and penalties, thanks to Vivant SmartPROTECT™

Saved
\$4,400/mo.

from all other internet and phone charges, and all with award-winning customer support and zero downtime



Countless hours saved:

No waiting on hold, immediate live support, relentless follow-up until an issue is resolved. Priceless.

[One example of why Vivant is the recipient of the 2024 Inc. Power Partner Award for contributing to the success of our small and medium-sized business customers.]



Now?

Vivant is the first call Jeff makes when Premium Loaves acquires new Jimmy John's franchise groups to make the switch (unless, of course, those stores already use Vivant!).



Words of Advice

from Premium Loaves' Jeff Collier



Customer Support

You can't put a price on customer service. The lack of it costs you time at all levels of the organization, money in lost revenues, and high levels of stress and anxiety. When considering a phone and internet provider, test out their customer support before signing an agreement. Call the support line, not the sales line, and see how responsive they are.



Contract Terms

How flexible are the terms of the contract? And what are the cancellation fees? You don't want to get stuck for 2 to 5 years in a bad situation (like frequent outages and poor customer service).



What is the Cost Differential?

Compare your current bill line by line with what the vendor is proposing. They should be fully transparent. A good one (like Vivant) will do the cost comparison for you.



Contact Us

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