



JACK IN THE BOX QUICK-SERVICE RESTAURANT

Jack in the Box is a quick-service restaurant with over 2200 locations in 21 states and Guam.



With an organization-wide emphasis on on-the-go convenience, Jack in the Box locations are open 18-24 hours per day and collectively serve half a billion customers annually.

THE BUSINESS CHALLENGE

In a business with already slim margins, HVAC maintenance and energy costs make an obvious impact to the bottom line. Franchisee Hai Zaidul knew that employee thermostat tampering was causing unnecessary wear and tear on his HVAC units and ratcheting up energy costs at his 14 Jack in the Box locations. However, locking up his thermostats wasn't practical - to make minor temperature changes for employee or customer comfort, he would have to physically visit the location.

As such, Hai largely left his thermostats uncontrolled, which allowed for total employee discretion to turn up cooling or heating based solely on personal comfort. He says, "One of the big problems we had before Zen HQ was our team members changing the thermostats. Without any controls, a staff member could set the temperature down to 60 degrees and burn out our air conditioner compressors, in addition to wasting energy."

Without any form of energy controls in place, Hai was unable to determine which locations were the worst energy offenders until the electricity bill arrived or one of the HVAC units failed, requiring costly repairs. As such, he found himself frustrated and unable to manage one of his businesses major operational costs.

 One of the big problems we had before **Zen HQ** was our team members changing the thermostats. Without any controls, a staff member could set the temperature down to 60 degrees and burn out our air conditioner compressors, in addition to wasting energy. **Zen HQ** allowed us to lock out our thermostats from any changes and prevent these issues from occurring. 

*Hai Zaidul
Jack in the Box Franchisee*

THE ZEN HQ SOLUTION

Zen HQ's commercial smart thermostats were installed in over 20 of his franchise locations and configured to provide the benefit of:

Thermostat lockouts

Hai worked with the Zen HQ team to implement a partial lockout, which allowed his employees to make alterations to the temperature within a pre-set range of temperatures that he defined. This meant that if a minor temperature alteration was required due to a change in weather, employees were able to make the change quickly to ensure customer comfort, while giving Hai the confidence that units would not run unnecessarily.

Remote thermostat monitoring

With Zen HQ, Hai is able to log in to his portal to view real time thermostat status, prior thermostat changes, and quickly and easily see any thermostats that have been overridden by employees or are not heating/cooling to his set standard. This allows him to proactively identify whether there are issues with employee or customer comfort, in which stores overrides are being applied most frequently, and for which HVAC units may require maintenance— all before costly electric bills or mechanical issues occur!

Thermostat grouping & scheduling

Using Zen HQ, Hai was able to group together his thermostats by function and implement different schedules applicable to his dining room, kitchen and back offices, respectively. This means that when Hai changes his dining room hours, he's able to make a single change, remotely, to update all of his store thermostats in all of his dining rooms — an enormous time saving over requiring visits to each location to program thermostats in person.

Refrigerator/Freezer monitoring

In addition to HVAC controls, Hai elected to add on remote temperature sensors to the Zen HQ system, which allows him to view real-time temperatures in his restaurant refrigerators and freezers. This gives him additional peace of mind that his locations are functioning optimally, and that he won't have to incur the cost of food spoilage should there be a refrigerator malfunction.

*results compiled from study of 14 of the initial 20+ stores where Zen HQ was installed.

IMMEDIATE RESULTS

ELECTRICITY
USAGE
vs. 60 days
prior to install

 **18%**
PROJECTED
SAVINGS

INVESTMENT
PAYBACK



< 1
YEAR



I think that Zen HQ is great. Energy costs are an issue — we all want to save money on our bills. This is a great system for managing those costs. I wouldn't give it my recommendation if I didn't think that everyone could benefit from Zen HQ.

We chose Zen HQ because compared to other systems, it was the much more multi-restaurant friendly — lots of others make thermostats, but the Zen HQ system really suited our businesses needs and helps me easily manage the HVAC at my multiple locations.

Hai Zaidul
Jack in the Box Franchisee



Zen Ecosystems provides intelligent energy management solutions to businesses and consumers. Zen HQ is an energy management system designed for the unique needs of businesses and utilities to provide insights and control over multisite commercial energy usage while delivering the fastest payback in the market. For more information about Zen Ecosystems and Zen HQ, visit zenecosystems.com