

# smart care success story

SIE Culinary  
Management Group



**smart  
care®**

# from **downtime to prime time:** enchancing **equipment reliability** in corporate foodservice

SIE Culinary Management Group is a premier on-site restaurant company operating in the corporate sector providing foodservice management to corporations, universities, museums, and specialty venues. Known for their commitment to fresh and locally sourced food selections, SIE Culinary provides nutritious, cost-effective meals to their clients' staff.

SIE Culinary Management Group, under the leadership of CEO Joshua Korn, has grown to employ more than 70 culinary professionals from coast to coast. With Korn's vision of integrating restaurant-style food and service into corporate dining, the company is revolutionizing the foodservice management industry.



## the challenge

Before partnering with Smart Care, SIE Culinary faced numerous challenges related to the maintenance and repair of their commercial foodservice equipment. Their previous service providers were unreliable, failing to respond promptly to service calls and showing up late for repairs.

This lack of timely support resulted in equipment downtime, disrupting kitchen operations and affecting the quality of service delivered to their clients.

"When we're feeding 1,000+ people, if one piece of equipment goes down, we need it to be fixed within 24 hours," said Mychal Kevett, Corporate Front-Of-House & Catering Special Projects Manager.

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## the solution

SIE Culinary discovered Smart Care through a recommendation from Reba Renken, Chef and Vice President of Culinary Operations.



After completing a thorough site visit, Smart Care was able to address their issues by providing a customized, comprehensive maintenance schedule for SIE Culinary's commercial foodservice equipment. Additionally, Smart Care provided emergency repair services for equipment as needed.

Since partnering with Smart Care, SIE Culinary has experienced a smooth and streamlined process for service tickets, onsite visits, and invoicing, contributing to operational efficiency. "It's just been very laid out," said Kevett, speaking directly to a Smart Care representative. "It was very straightforward from the beginning, what Smart Care offers and your services. And you have definitely upheld."

# the result

Smart Care's ability to address SIE Culinary's challenges resulted in significant improvements in kitchen operations and equipment uptime. The prompt response times ensured that any equipment issues were resolved within 24 hours, minimizing downtime and maintaining the efficiency of kitchen operations.

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“When COVID hit, I feel like there was kind of a shift in customer service...and I feel like it is very rare to find. So, we’re very lucky that we found Smart Care to be a partner in this,” said Kevett.

At one site, SIE Culinary operates within a high-security facility that requires stringent safety measures for Smart Care’s technicians. “All visits must be scheduled, and the client’s security team requires notification about the personnel and their arrival times. Additionally, all technicians undergo thorough background checks prior to entering the premises,” said Sara Soeker, Senior Field Service Manager at Smart Care. These protocols are just a few ways Smart Care ensures exceptional service.

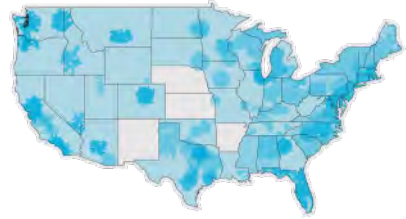
This partnership exemplifies how strategic collaborations can drive operational excellence and support business growth in the highly demanding foodservice industry. With plans for expansion, SIE Culinary is confident in its ability to scale operations seamlessly, thanks to the dependable maintenance and repair services provided by Smart Care.

## about smart care

Smart Care is the largest provider of comprehensive commercial mechanical services, including complex rack refrigeration and HVAC, stand-alone refrigeration, hot-side cooking equipment, and specialty coffee and beverage equipment.

Smart Care's strong reputation and leading customer service have been built on the foundation of a high-quality technician base, an unmatched breadth of services and quick response times.

Smart Care is OEM-agnostic with the ability to service more than 10,000 types of equipment for food, retail, restaurants, convenience stores, warehouse operators and other institutions. The company is headquartered in Chicago, Ill. with operations in all 50 states.



Additional information about Smart Care is available at [www.smartcaresolutions.com](http://www.smartcaresolutions.com).