

## Case Study

### Fiesta Restaurant Group Flips Contract Management 180 Degrees with IntelAgree



*"The IntelAgree reminders flipped our contract management process 180 degrees because we didn't have anything like that before. They're something special. It's life-changing."*

- Analysy Reguera, Legal Assistant and Risk Management Claims Coordinator, Fiesta Restaurant Group

### Company

Pollo Operations, Inc., dba Pollo Tropical is a wholly owned subsidiary and affiliate of Fiesta Restaurant Group, Inc., (hereinafter "Pollo Tropical"). Pollo Operations, Inc., is a Florida-based restaurant company that owns, operates, and franchises Pollo Tropical, a fast-casual chain specializing in Caribbean-inspired, fire-grilled cuisine. Founded in Miami in 1988, the brand has grown into a Florida staple, operating 122 restaurants across the state, with additional franchised locations in Puerto Rico and Bahamas.

### Overview

At Pollo Tropical, the legal team managed contracts entirely through email, routing agreements through inboxes, chasing approvals, and manually saving threads. With no centralized system, visibility was limited and locating the latest version of any contract required digging through files on a shared drive one by one.

### Key Results

- Centralized roughly 400 contracts into one searchable system
- Eliminated manual, email-based approval tracking with automated workflows
- Replaced manual expiration tracking with automated reminders

The legal team drove the company's transition to IntelAgree and currently manages approximately 400 contracts and processes around 20 new agreements per month, with centralized records and automated reminders keeping the team organized and in control.

## Challenges

- Email-based contract management creating visibility gaps and lost approvals
- Manual expiration tracking with no automated alerting system
- Dispersed storage requiring manual sorting to find current contract versions

## Solution

### Replacing Email Chaos with Centralized Contract Control

Before IntelAgree, Pollo Tropical's contract process lived entirely through email. The agreements arrived in individual inboxes, got routed to the legal team for review, and traveled back and forth through email chains until a final version was reached. Approvals followed the same path, meaning each one had to be manually saved or risk being lost entirely.

Version control added another layer of complexity. Contracts were stored across shared drives and email chains with no clear organization, making it difficult to confirm which version was final without reviewing files one by one. If a contract was not saved to the shared drive, the approval history and document details went with it.

Today, once a contract reaches its clean and final version, Ms. Reguera uploads it to

IntelAgree, routes it through the approval workflow to department heads, finance, and the CEO, collects signatures, and stores the fully executed copy in the system. Every approval and every document is searchable by name, and the team targets a two-week turnaround for the full review, approval, and signature process.

"Now you just have to look for the name and you have everything — all the information about that contract, all the approvals, etc. — right there," explained Ms. Reguera. "Before, if you forgot to save it in the shared drive, you wouldn't have that information and you'd have to search endlessly for it."

### A 180-Degree Shift: Automated Reminders Replace Manual Expiration Tracking

With no automated alerts, Pollo Tropical previously tracked contract expirations manually, falling back on spreadsheets to monitor what was coming due. Staying current meant remembering to update the spreadsheet, checking it regularly, and hoping nothing slipped through. It was a process that depended entirely on individual effort to maintain.

Now, the legal team receives alerts twice a week flagging agreements approaching expiration, giving the team reliable visibility without any manual upkeep.

The reminders flipped our contract management process 180 degrees because we didn't have anything like that before," said Ms. Reguera. "They're something special. It's life-changing."

## Effortless Implementation, Lasting Simplicity

Transitioning away from a fully email-based process could have been disruptive, but Pollo Tropical's implementation of IntelAgree was straightforward. The team manually compiled an Excel sheet of all active contracts pulling from emails and drives, then handed it off to IntelAgree's implementation team, who handled the configuration. Regular meetings guided the process.

That simplicity carried over into daily use. Approvers, including department heads, finance, and the CEO, needed only basic training on how to approve an agreement. For the legal team, that ease of use has defined the experience from day one. "IntelAgree is everything that you need," she said.

After more than three years on the platform, Pollo Tropical has no plans to change course. "We look forward to continuing the partnership because it saves us so much time on our daily agreement procedures. We're excited for many more years," Ms. Reguera said.

## Ready to Accelerate your Contract Management?

Schedule a demo to learn more.

[www.intelagree.com/demo](http://www.intelagree.com/demo)