

PANDA EXPRESS OPENS 100+ RESTAURANTS ON TIME WITH SIB'S VENDOR MANAGEMENT SERVICES



Industry

Quick Service Restaurant / National Chain



Client

Panda Express, one of the largest fast-casual restaurant brands in the U.S., building 100 new restaurants.



Challenge

Rapid rollout across multiple states created utility coordination challenges and risked missed opening deadlines, utility shut-offs, and unexpected costs.



Solution

SIB's Utility Open + Close Service managed every utility account transition end-to-end — ensuring accounts were opened correctly, utility bills were validated, and issues were resolved proactively.



Result

Target opening dates met for all **100 restaurants**, utility-related interruptions prevented, and lost revenue avoided — with SpendBrain™ monitoring improving ongoing account accuracy.

THE CHALLENGE

Utility activation and billing errors can delay store openings, disrupt operations, and negatively impact revenue — especially during rapid multi-location expansion. Internal teams at Panda Express needed a scalable solution that ensured utility accounts were managed correctly without burdening operations staff.

THE APPROACH

SIB's Utility Account Open + Close Service partnered with Panda Express to handle every utility account transition, including:

- Establishing correct accounts in utility systems
- Verifying accurate first bills
- Assigning correct store IDs
- Detecting and correcting historical billing data issues

This end-to-end utility management ensured operational readiness for every location.

“Your ability to coordinate efforts between utility vendors and our General Contractors enabled us to streamline service installations and made it much easier to deliver our projects to our Operations Team.”

Hakim A. Yala, RD - Construction, Panda Restaurant Group, Inc.

THE RESULTS

100%

of new restaurant opening dates met without utility delays

- ✓ Utility shut-offs avoided, protecting revenue and customer experience
- ✓ Lost revenue prevented due to seamless utility onboarding

These outcomes show how proactive utility account management safeguards growth timelines and financial performance.

SpendBrain™

WHERE TRADITIONAL AUDITS END, SPENDBRAIN BEGINS.

SpendBrain™, SIB's AI-powered financial intelligence platform, continuously analyzes expense categories, including property tax, utilities, and vendor payments.

By layering this technology over SIB's hands-on expertise, our clients gain a permanent safeguard against overspend, plus predictive visibility into future cost risk.

What this means for CFOs:

- ⚙️ Automated monitoring flags anomalies and valuation shifts in real time
- 📈 Predictive insights help finance leaders budget and forecast more accurately
- 📊 Portfolio-level intelligence connects tax savings to broader spend optimization strategies

THE CFO TAKEAWAY

With SpendBrain, organizations build a permanent spend advantage by transforming fragmented vendor and invoice data into cost intelligence that drives EBITDA.

Ready to see your hidden savings?

[See what you can save with SpendBrain](#)