Fuego makes any day a payday for the 35,000 employees of SSP

See how SSP conquers the day with On-Demand Pay to improve recruiting, retention, and satisfaction in a post-COVID world.

The food travel experts, SSP creates and runs food and beverage outlets for people on the move in airports and train stations. Operating in 35 countries, the company oversees a wide portfolio of brands including well-known international ones that they franchise, like Starbucks and Burger King, as well as brands they have created.

Challenge

SSP faced a significant hurdle in finding people willing to work at an airport restaurant with tight spaces, tricky parking, and security lines. The operator needed a way to be more attractive in recruiting and retaining existing employees.

- Earned wage access had become a hot button and differentiator in the industry.
- SSP manages a complex environment with multiple units, multiple jobs – and different pay rates for different tasks.
- Tip sharing needed to be better managed and integrated.
- The global leader needed a proven solution that worked on Day 1.

Solution

SSP turned to Fuego from Fourth® for a proven solution with built-in integration.

- Employees can draw up to 50% of their earned funds within hours of completing a shift.
- Funds are deducted from net pay like other post-tax calculations, at no cost to SSP.
- Fuego seamlessly connects to HotSchedules, which the company has utilized since 2008, as well as SSP's POS system and tip-sharing vendor.
- Extensive product, marketing, and training allowed SSP to concentrate on what matters most – their customers.

> "Fuego was one of the quickest rollouts we've had because it's such a low lift, which has been incredibly easy."
>
> "We had confidence that Fourth knew our business and could pull over the right information, the right wages, the right jobs, the right employee numbers… it became almost a no-brainer."
>
> Todd Kaufman
> Vice President of Information Technology, SSP America

Result

Fuego has been a game-changer for SSP in all of their markets.

- 60% of employees would recommend Fuego.
- Fuego delivered seamless integration with existing SSP systems and vendors.
- SSP simplified hiring by enhancing their benefits package.

Industry
Restaurants

Locations
600

Employees
35,000

Products
Fuego
HotSchedules

Workforce management solutions
Earned wage access

Customer since
2016

©2023 Fourth Enterprises LLC. All rights reserved.