

Supermarket Cuts Food Loss Expenses By 67% With Emerson Alarm Management

The Client

A large food retailer with nearly 850 supermarkets as well as a variety of other retail formats.

The Challenge

The customer wanted to reduce their perishable shrink expense without increasing their labor force. Their installed network of E2 energy management systems generated alarms, but store personnel often did not have the expertise or time to analyze the alarms and respond appropriately.

Results Summary

Emerson's ProAct™ Service Center monitored and triaged refrigeration alarms 24x7. The Alarm Management program enabled the stores to significantly reduce their food loss expenses, saving over \$30,000 in eight months.

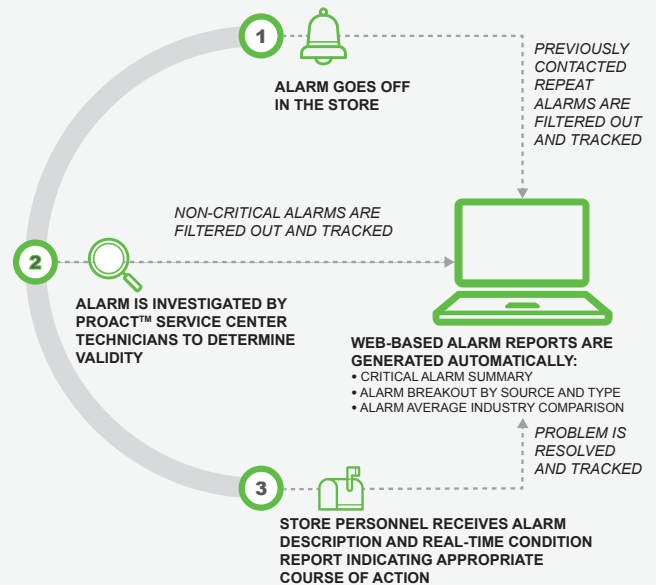


REDUCED FOOD LOSS EXPENSES



SAVINGS* OVER 8 MONTHS
*IN COMPARISON TO A CONTROL GROUP

ALARM MANAGEMENT



Our Solution

Emerson took over the monitoring and triaging of refrigeration and equipment alarms for 55 stores. Emerson monitoring technicians and refrigeration experts in the ProAct™ Service Center would investigate equipment and temperature alarms for validity and severity before notifying the appropriate personnel.

The combination of Emerson's advanced alarm handling systems--which group, filter and normalize alarms--along with the expertise of Emerson technicians helped replace the flood of raw alarm data with an efficient and effective stream of action-oriented insights.

To test the impact of having Emerson monitor store alarms, we compared stores that Emerson was monitoring to a comparable set of control stores. During the first eight months of the Alarm Management program, the stores that Emerson monitored had lower food loss expenses resulting in savings of \$31,891 dollars.

Not only does Alarm Management reduce food loss expenses, it also removes a burden from store managers and maintenance personnel.

Aside from reducing food loss expenses, Alarm Management also allows store managers and maintenance personnel to focus on other critical tasks. Store managers can now spend more time on retail operations while maintenance personnel can provide more value-added services such as preventative maintenance.

To support more effective maintenance, Emerson provides Alarm Management customers with a cloud-based reporting portal where they can analyze alarm trends and identify high-alarming stores for preventative maintenance.

Improvement Process

How Emerson reduced food loss expenses in the client's stores



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