

Retail Chain Saves \$132,880 In Six Months Through Maintenance Optimization

Client Background

A retail chain with more than 7,000 stores in the United States.

The Challenge

Reduce maintenance costs and improve maintenance efficiency without replacing their existing store infrastructure.

Our Solution

Emerson identified store alarms which triggered automatic maintenance dispatches for a set of 300 stores. These alarms were routed to Emerson's ProAct™ service center through the installed network of E2 controllers. Emerson's Smart Dispatch service saved the retailer \$132,880 in six months. Refrigeration and energy technicians are now going to be triaging alarms and analyzing cost impacts for 3,000 more of their stores.

Results Summary

Emerson's Smart Dispatch service reduces costs by optimizing maintenance dispatches and remotely resolving select events.



300
PARTICIPATING
STORES



6
MONTHS OF
OVERSIGHT



392
REMOTELY RESOLVED
ALARMS



122
TRIAGED ALARMS



\$132,880
TOTAL HARD SAVINGS



\$22,146
MONTHLY SAVINGS



EMERSON

Every maintenance dispatch and request for service call costs money, either directly in time and labor or indirectly via higher negotiated contract prices. Emerson's Smart Dispatch service reduces these costs by optimizing maintenance dispatches and remotely resolving select events.

Prior to utilizing Smart Dispatch, the retailer dispatched maintenance technicians for every service call request. Emerson reduced dispatches by remotely resolving 392 alarms, fixing issues such as high store temperature and high case humidity. Emerson also triaged 122 alarms and determined their gravity prior to ordering a dispatch. Alarms that could not be resolved remotely but were not critical to business operations were delayed and bundled with other alarms, allowing maintenance personnel to handle multiple issues in one store visit and avoid visits that fall outside of contract terms.

When alarms do warrant an immediate maintenance dispatch, Smart Dispatch provides maintenance personnel with key operating data and possible causes for the alarm. Maintenance technicians arrive at the site armed with all the information they need to quickly diagnose and resolve the problem.

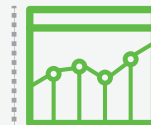
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THE SMART DISPATCH ONLINE PORTAL ALLOWS RETAILERS TO...



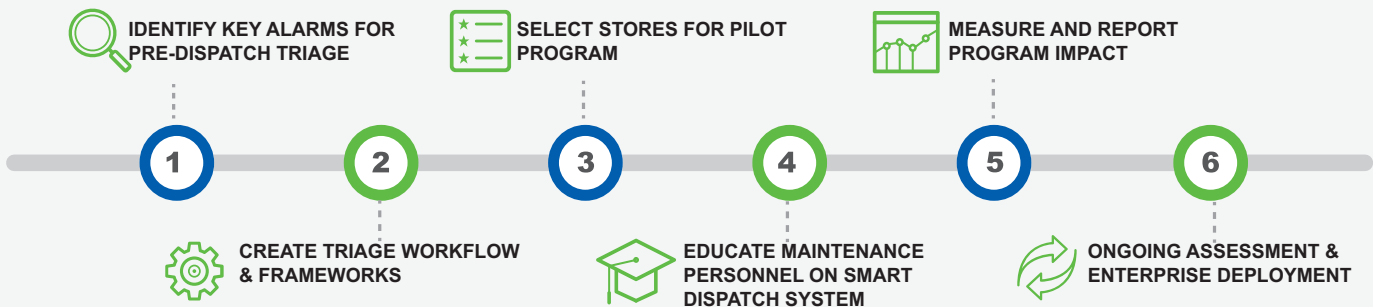
MONITOR EQUIPMENT HEALTH



TRACK MONTHLY COST AVOIDANCE

Improvement Process

How Emerson reduced the maintenance costs in stores without changing their infrastructure



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