

Retail chain saves \$132,800 in six months with Smart Dispatch



Result

122 triaged alarms and 392 remotely resolved alarms resulted in fewer maintenance dispatches, saving more than \$132,880 over six months

Customer

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

Challenge

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

SMART DISPATCH ONLINE PORTAL

Monitor Equipment Health



Track Monthly Cost Avoidance



Summary of results

MAINTENANCE OPTIMIZATION



300

Participating stores



6 Months

Oversight



122

Triaged alarms

392

Remotely resolved alarms

COST SAVINGS



\$22,146

Monthly savings

\$132,880

Six month total

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.

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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How Emerson reduced maintenance costs without changing store infrastructure

