

COPELAND PROACT™ SERVICE CENTER

Supermarket cuts food loss expenses by 67%

In addition to reducing food loss expenses, Copeland Alarm Management removes the burden from store managers and maintenance personnel.

Customer

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

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.

Solution

Copeland took over the monitoring and triaging of refrigeration and equipment alarms for 55 stores. Copeland 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 Copeland's advanced alarm handling systems—which group, filter and normalize alarms—along with the expertise of Copeland 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 Copeland monitor store alarms, we compared stores that Copeland was monitoring to a comparable set of control stores. During the first eight months of the Alarm Management program, the stores that Copeland monitored had lower food loss expenses, resulting in savings of \$31,891 dollars.

Summary of results

Inventory savings



67%

Reduced food loss expense

Cost savings



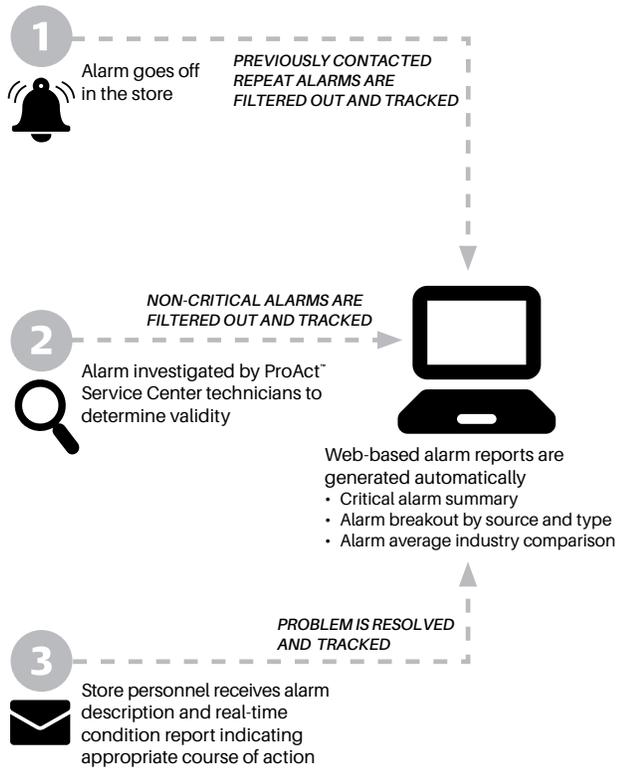
\$31,891

Over 8 months

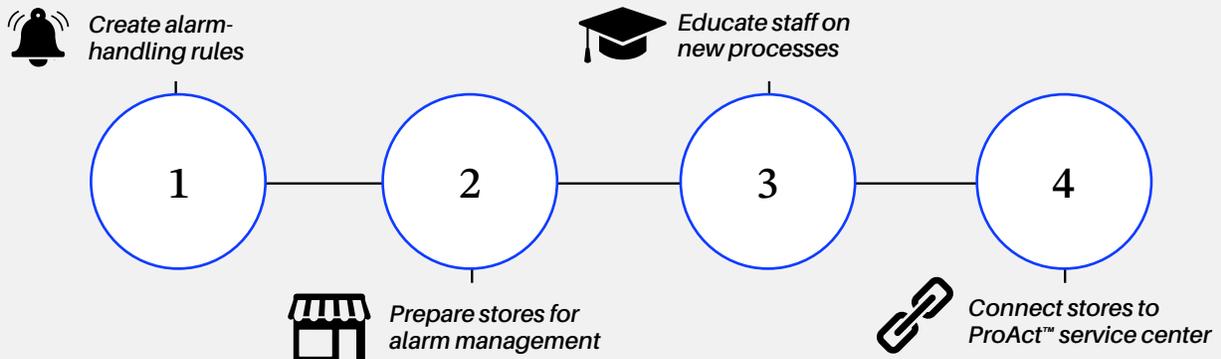
Result

- 24/7 monitoring and triage of refrigeration alarms
- Significant reduction in food loss
- Saved more than \$30,000 over 8 months

Alarm management



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



To learn more, visit copeland.com

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