

Convenience store chain improves enterprise efficiency with Site Manager

Result

- Automated refrigeration temperature logging using Emerson's Site Manager application
- Improved efficiency at the store and enterprise level, eliminating over 70,000 task hours every year

Challenge

A regional convenience store chain with over 500 stores wanted to efficiently manage the operations of their dispersed network of retail stores from a central location. The monitoring of frozen and refrigerated case temperatures was particularly targeted for improvement as a critical but time-consuming business process.

Solution

The retailer implemented Emerson's Site Manager enterprise management application to efficiently organize and manage their entire enterprise from a central location- improving employee productivity and drastically increasing visibility into store operations. These productivity and data processing efficiencies annually eliminate 70,000 hours of required labor for store personnel, giving them more time to help customers and maintain store operations. Managing and standardizing operations across an enterprise is a daunting task for retailers with more than 100 stores. Frozen and refrigerated products must be maintained at exact temperatures to ensure product safety and quality. Prior to utilizing Site Manager to automatically record case temperatures, store employees spent over 70,000 hours each year performing manual temperature checks on refrigerated cases. Site Manager automates this process by aggregating site data from on-site energy management systems into a secure, web-based interface.



"Without Site Manager, top-notch efficiency simply would not be possible."

Corporate Manager of Energy & Utilities

The cloud-based system also allows management to create standard enterprise schedules, broadcast setpoints and apply schedule changes to all of their stores simultaneously. Site Manager enables true enterprise management through rigorous operational analysis.

Data in Site Manager can be easily organized and located via the robust search function. Temperature logs, equipment history and workflow status can be found and sorted in seconds, providing users with the ability to quickly analyze equipment and store efficiency. Visual analysis tools also enable retailers to graph enterprise energy data and identify underperforming stores. All of Site Manager's data is transferred via a Virtual Private Network which is separate from the point of sale connection, ensuring maximum data security and integrity.

The benefits and savings potential of using Emerson's Site Manager to improve enterprise efficiency are substantial. Automating the logging of case temperature data alone saves one regional convenience store operator over 70,000 employee hours every year.

Process

On-boarding begins with establishing VPN connectivity between Emerson's data center and each store's controller ("Site-to-Site VPN"). Emerson's IT representatives will engage with the customer's IT department to establish this connectivity and ensure optimal system performance. Once connectivity is established, the system administrators can configure login credentials, load store floorplans and unit graphics, and create custom navigation structures.

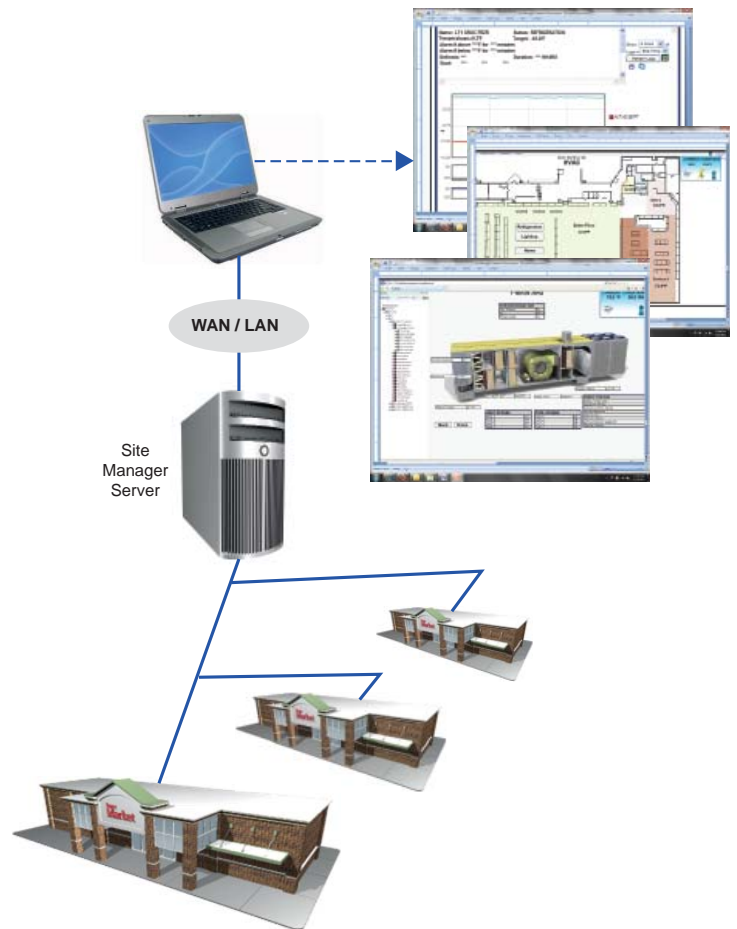
- Establish VPN connectivity with stores
- Configure user access & notifications
- Map enterprise into a navigation structure
- Load floorplans & equipment graphics
- Evaluate & improve system performance

Result summary

Time To Record Store Case Temperatures	# Of Times Temperatures Recorded Per Day	Number of Stores	Total Annual Man-Hours Saved
5 Mins	4	582	70,810

Site Manager features

- Unit graphics
- Real-time operating data
- Custom thermographic floorplans
- Alarm history and workflow management
- Setpoint and schedule broadcast



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