

# Retail chain saves \$132,880 in six months through maintenance optimization

## Result

- Utilized Emerson's Smart Dispatch service to monitor store alarms & optimize service dispatches
- Reduced maintenance expense by remotely resolving alarms, delaying or deferring dispatches, and diagnosing alarm conditions
- Avoided \$132,880 in maintenance costs across 300 stores during a six month period

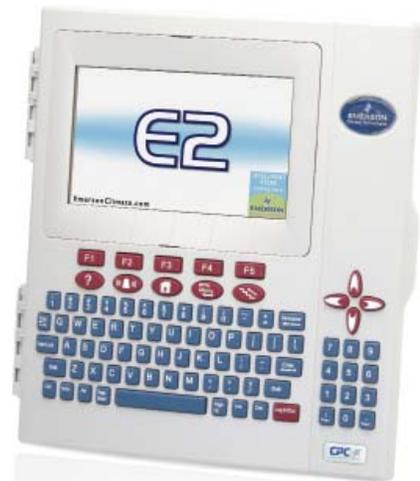
## Challenge

A retail chain with more than 7,000 stores in the United States wanted to reduce maintenance costs and improve maintenance efficiency without replacing their existing store infrastructure.

## Solution

Emerson identified store alarms which triggered automatic maintenance dispatches for a set of 300 stores and routed those alarms to Emerson's ProAct® service center through the installed network of E2 controllers. By monitoring, diagnosing and triaging these alarms Emerson's Smart Dispatch service saved the retailer \$132,880 in six months.

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.

One American retail chain saved \$132,800 in six months with Emerson's Smart Dispatch service. Refrigeration and energy technicians are now going to be triaging alarms and analyzing cost impacts for 3,000 more of their stores.

## Process

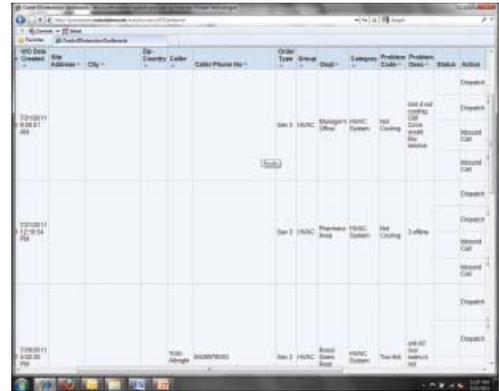
The process begins with a highly collaborative analysis of your operating systems and maintenance processes. Emerson engineers work with your maintenance management to create a triage process tailored to your goals and maintenance needs. By using a pilot engagement to test systems and quantify results, Emerson can effectively and systematically reduce your enterprise maintenance costs.

- Identify key alarms for pre-dispatch triage
- Create triage workflow & frameworks
- Select stores for pilot program
- Educate maintenance personnel on smart dispatch System
- Measure and report program impact
- Ongoing assessment & enterprise deployment

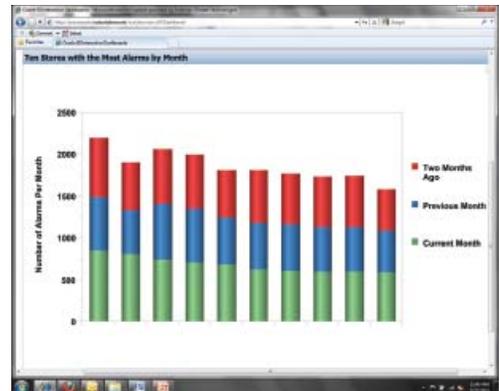
## Result summary

Participating Stores	Months of Oversight	Remotely Resolved Alarms	Triaged Alarms	Total Hard Savings	Monthly Savings
300	6 mos	392	122	\$132,880	\$22,146

## The Smart Dispatch online portal allows retailers to...



## Monitor equipment health



## Track monthly cost avoidance

