

# Emerson Climate Technologies Serves Up Quality for Southern Restaurant Chain

## Results

- Improved customer experience
- Enhanced product quality

## Emerson Technologies and Services

- Facility management systems and alarm-condition monitoring from Computer Process Controls
- Scroll compressors from Copeland Corporation

## Application

A two-month-long project that included the installation of facility management systems in 28 stores throughout three states.



## Customer

A privately held, regional fast-food chain located in the Southwest and Mexico that currently operates 600 owned and franchised outlets in 11 southern states and Mexico, including Texas, Florida, Tennessee, Arizona, New Mexico, Oklahoma, Louisiana, Mississippi, Alabama, Arkansas and Georgia.

## Challenge

The customer was fully committed to the principles upon which it was founded: serving customers a hot, fresh, made-to-order meal in a family atmosphere at a fair price. The company maintains that quality is of the utmost importance – not only the quality of the products it sells, but also the quality of the environment in which its employees work and its customers experience. As such, this fast-food chain was looking for a facility management system that would monitor the temperatures of walk-ins, coolers, freezers, reach-ins and meat storage cases, as well as control outdoor lighting and signage.

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## Solution

Before beginning the project, the customer made clear that quality was most important to the project; any energy savings gained through the use of a building control system was viewed as a by-product of operating a quality environment. Emerson Climate Technologies was approached for its expertise in designing, installing and managing quality building control systems that could meet all of the needs that the customer expressed. The restaurant chain was familiar with the quality of products that Emerson Climate supplies, having already installed AAON HVAC units containing Copeland Scroll™ compressors for superior dehumidification and control of the indoor environment.

The E2 CX facility management system from Computer Process Controls (CPC) was installed to control all outdoor lighting and signage at a location. The system uses a photo cell, part of the store's outdoor weather station, to monitor outdoor lighting levels. The use of a photo cell, combined with time schedules, enables the E2 CX to turn the outdoor lighting and signage on during low lighting conditions – for example, on cloudy days. Individual restaurants have the ability to turn on the signs and outdoor lighting automatically at different outdoor lighting levels. By using the outdoor temperature and humidity sensors in the weather station, the E2 CX is able to ensure optimum climate control and energy savings by controlling the indoor temperature and humidity relative to the outside temperature and relative humidity.

Emerson Climate Technologies was also called upon to provide the technology needed to monitor walk-ins, coolers, freezers, reach-ins and meat storage cases for proper food temperature. The E2 CX is capable of communicating alarm conditions to regional offices via computer, printer or similar devices, a feature that made the E2 CX an appealing and logical choice for the restaurant chain.

By employing CPC's building control solution, the customer has experienced a dramatic increase in the quality of its indoor environment. At the conclusion of the project, participating stores were reporting a significant decrease in the indoor humidity level. The restaurant chain was also able to conclusively prove that its products have been maintained at the proper temperature at all times.

As a result of the successful implementation of the initial project, the fast-food customer again called upon Emerson Climate Technologies to integrate its facility management system across its enterprise, starting with the construction of all new restaurant locations. Most recently, the business group was commissioned to monitor alarm conditions in approximately 30 stores, again using the E2 CX.

“Quality is paramount to this customer, so it is important to it that its vendors and service providers represent the very best in quality,” said Steve Santy, vice president of sales and marketing for Computer Process Controls. “Emerson Climate Technologies provides HVACR controls of the highest quality, particularly in CPC's facility management systems. Our customer felt that the quality of system, combined with the quality of the benefits provided, was unmatched.”

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