

Rapidly Growing Grocery Chain

Mitigating Inventory Loss of Perishable Goods



The continuous monitoring service allows this busy maintenance team to focus their time on higher-level priorities by ensuring the mandatories are managed, such as maintaining the temperature on store freezers nationwide.

THE OPPORTUNITY

This rapidly growing chain of grocery locations was undergoing significant remodeling and new construction to update its geographically and physically diverse buildings. In addition, the stores have multiple Energy Management Systems (EMS) across their portfolio of facilities managing their refrigeration, HVAC, and lighting assets with various levels of standardization and complexity. To add to this, the corporate directive had been issued to reduce costs in the following areas:

- Energy (electric, gas, water)
- Refrigerated product loss/risk
- Maintenance (preventative, repair and staff overtime)
- Operational (behavioral, regulatory compliance)

THE PARTNERSHIP

In 2012, this grocery chain was looking to reduce costs relating to energy, refrigerated product loss, maintenance, and operations by gaining additional visibility into the management of their sites and systems.

Through our partnership, we initially reviewed utility expenses to develop the portfolio's baseline analytics and benchmarks. Once established, we engaged in EMS and refrigeration monitoring and enabled outlier and anomaly investigation services. The insights gained provided valuable knowledge on how the company directed its budget to further reduce energy and maintenance expenses.

Program Highlights:

ENGIE Services U.S. provided this national grocer with energy reporting and analytics to help identify usage patterns, track costs, and implement a consistent energy management strategy across the entire organization. We achieved:

- \$840,000 in avoided service calls per year
- 1.66 million raw alarms managed per year
- Managing 66,000 issues per year, including validated alarms, work orders, and calls
- ROI = 60% on avoided service calls alone



Technical Scope

Comprehensive EMS Monitoring including:

- **Alarm Management** - HVAC & refrigeration alarm monitoring response
- **Workflow Management** - work order ticket tracking of activities performed by ENGIE's remote monitoring center
- **Technical Troubleshooting Support** - phone-based assistance to 3rd party service providers while onsite
- **Configuration Management** - remote scheduling, setpoint and EMS setting adjustments
- **Site Performance Management** - provide insight into why a site's energy consumption may be an anomaly or outlier.
- **24/7 Maintenance Call Center Support**
 - . Maintenance help desk support services for all 260+ retail client facilities and acting as an extension of the maintenance department.
 - . Remote service call response and dispatch for all maintenance trades.
 - . Management of the customer's CMMS dispatch board (action list for maintenance ticket system, Corrigo) with specific business rules for dispatching

Further, ENGIE identified EMS opportunities to optimize systems and processes and provide key projects with remote validation, scheduling, setpoint and setting standardization as well as call center dispatch and project tracking/visibility. As the partnership grew, a pilot for after-hours maintenance call center support became a 24-hour Maintenance Call Center for the company, serving as a critically needed extension of the maintenance team.

3 DIMENSIONS OF IMPACT

With this strategy in place, this grocery customer's energy management has resulted in bottom-line savings, improved operational efficiencies and continued data insights. The data helped to pinpoint and prioritize projects that provided the most immediate energy and cost savings.

ENGIE is committed to building three dimensions of impact in every customer's future:



Supporting People

- Increase staff productivity with reliable service expertise and supplier management



Saving Money

- Enable preventative savings through data insights and prioritization of capital expenditure capital expenditures



Protecting the Environment

- Maintain schedules and set points to uphold energy standards across all sites with 24/7 troubleshooting