Convenience store chain improves enterprise efficiency with Site Manager

The 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.

Our Solution
Site Manager automated the process of recording case temperatures by aggregating site data from on-site energy management systems into a secure, web-based interface. This saved the company 70,000 hours of required labor for store personnel every year, which gives them more time to help customers and maintain store operations.

The cloud-based system also allows management to create standard enterprise schedules, broadcast setpoints and apply schedule changes to all of their stores simultaneously.

Using Emerson’s Site Manager enterprise management application, the retailer was able to efficiently organize and manage their entire enterprise from a central location. This improved employee productivity and drastically increased visibility into store operations.

Results Summary

- 5 MINUTES: Time to record store case temperatures
- 4 TIMES: Temperatures recorded per day
- 582: Number of stores
- 70,810: Total annual man-hours saved

SMART DISPATCH
Emerson’s Smart Dispatch service reduces these costs by optimizing maintenance dispatches and remotely resolving select events.

PROCESS MAP
1. ESTABLISH VPN CONNECTIVITY WITH STORES
2. CONFIGURE USER ACCESS AND NOTIFICATIONS
3. MAP ENTERPRISE INTO A NAVIGATION STRUCTURE
4. LOAD FLOOR PLANS & EQUIPMENT GRAPHICS
5. EVALUATE AND IMPROVE SYSTEM PERFORMANCE

IMPROVEMENT PROCESS

RESULT SUMMARY
5 MINUTES TIME TO RECORD STORE CASE TEMPERATURES
Improvement Process

Here’s how Emerson improved enterprise efficiency across client’s stores:

1. Establish VPN Connectivity with Stores
2. Map Enterprise into a Navigation Structure
3. Configure User Access and Notifications
4. Load Floor Plans & Equipment Graphics
5. Evaluate and Improve System Performance

Emerson’s Smart Dispatch service reduces these costs by optimizing maintenance dispatches and remotely resolving select events.

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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