Major US grocery preserves $1 million in perishable food

Result

- Avoided four major refrigeration system failures at first installation, protecting $1 million in perishable food.
- 10 additional US distribution locations equipped; zero food losses within first 6 months.
- Expanded solution to US and global locations with similar food protection results.

Summary of results

Four major system failures were avoided, preserving approximately $1 million in food which would have been lost without Emerson systems and monitoring services.

Customer

Major US grocery, perishables and mixed-goods retailer expanding distribution capabilities for home and location-based delivery.

Challenge

When a large retailer expanded its fresh foods delivery program into additional US markets, it faced a daunting task: assure consumers about freshness without touching, feeling, sniffing and selecting the food from a refrigerated case. They turned to Emerson to deploy refrigerated systems controllers and ProAct™ monitoring system at warehouse sites housing refrigerated foods.
Moving at internet speed, Emerson quickly assembled and deployed a custom control, connectivity and monitoring solution for a multi-location national test. A rapid response group comprised of Emerson and customer representatives quickly confirmed that proven facility and refrigeration controls coupled with ProAct best practices in alarm management, filtering and triage were on-target for the application. In under two weeks, the first test location was installed and fully operating more than 10 refrigerated circuits, connected to the ProAct service center by high-speed cell modem. The ProAct Center’s alarm filtering and technical support resources immediately eliminated approximately 90% of total alarm volume, advising the customer with suggested local action on major problems. Subsequently, additional distribution locations were added in the US and globally, with Emerson providing the same rapid response.

**EMERSON products and services represented**

- Facility and Refrigeration Controls; additional sensing and monitoring devices
- Site Manager at the Enterprise level
- Emerson ProAct Alarm Monitoring Services
- Emerson ProAct Food Quality Reports
- Project management and field services
- Consultation on refrigeration system design & controls architecture

**Take action**

Learn more about how we can help you prevent food loss. For more information on additional Emerson services and other benefits of Emerson facility controls, please email: RetailSolutionsMarketing@Emerson.com or contact an account manager at 770-425-2724.