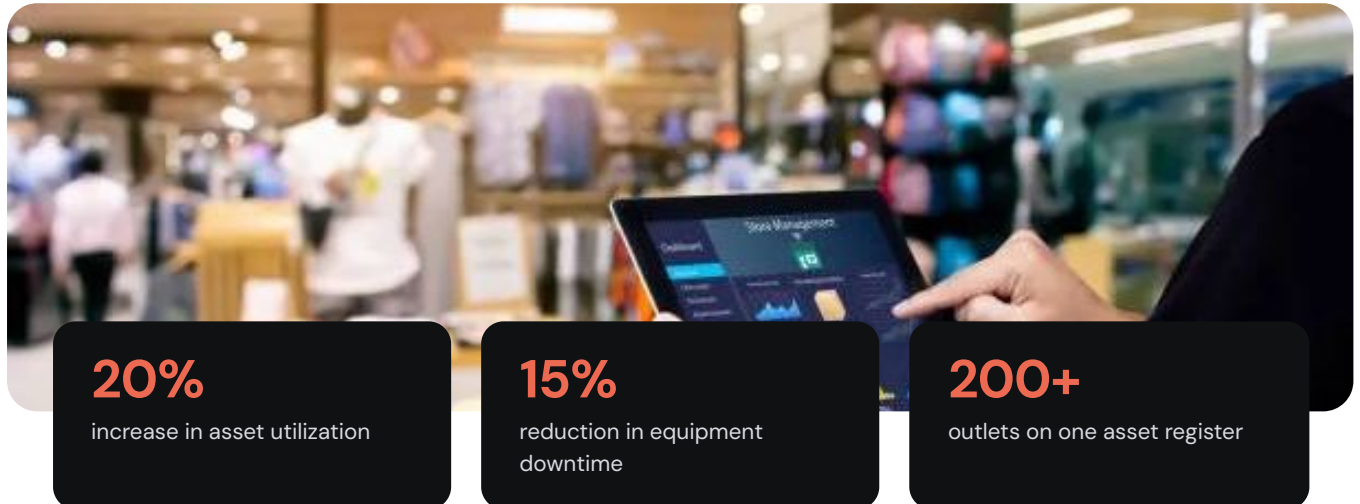


Retail & E-commerce

Global

A retail chain with 200+ outlets raised store asset utilization by 20%

A nationwide retail chain put store equipment in one register, serviced it on usage-based plans, and gave store managers one way to report faults, cutting downtime and repair costs.



AT A GLANCE

INDUSTRY

Retail chain

SIZE

200+ outlets

COVERAGE

Nationwide

PREVIOUSLY

Manual tracking

FEATURES USED

Assets

Maintenance

Work

Insight

01 The client

The client is a large retail chain with more than 200 outlets across the country.

Each outlet runs on store equipment, fixtures, checkout hardware and other assets. When one of them is down or sits unused, the store loses sales time and the business pays for repairs or replacements it could have avoided.

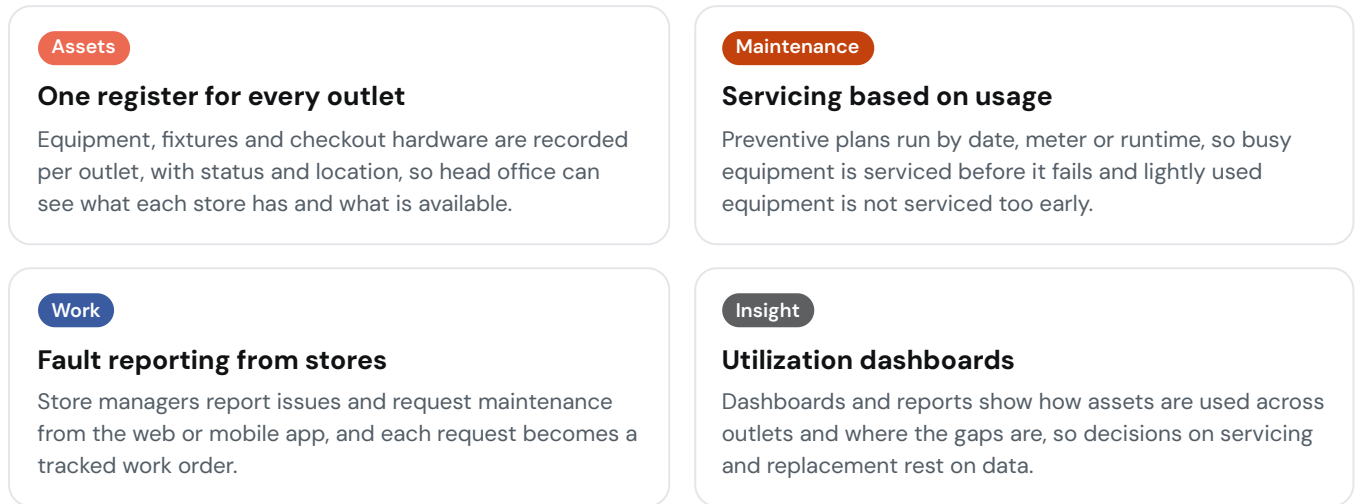
02 The challenge

Assets were tracked by hand, and store teams and head office had no shared picture of what was in use, what was idle and what was about to fail.

- No real-time view of how store assets were being used across outlets.
- Equipment failed without warning and disrupted store operations.
- Communication gaps between stores and maintenance slowed repairs.
- Decisions on servicing and replacing assets were made without usage data.
- Unnecessary replacements and repairs added avoidable cost.

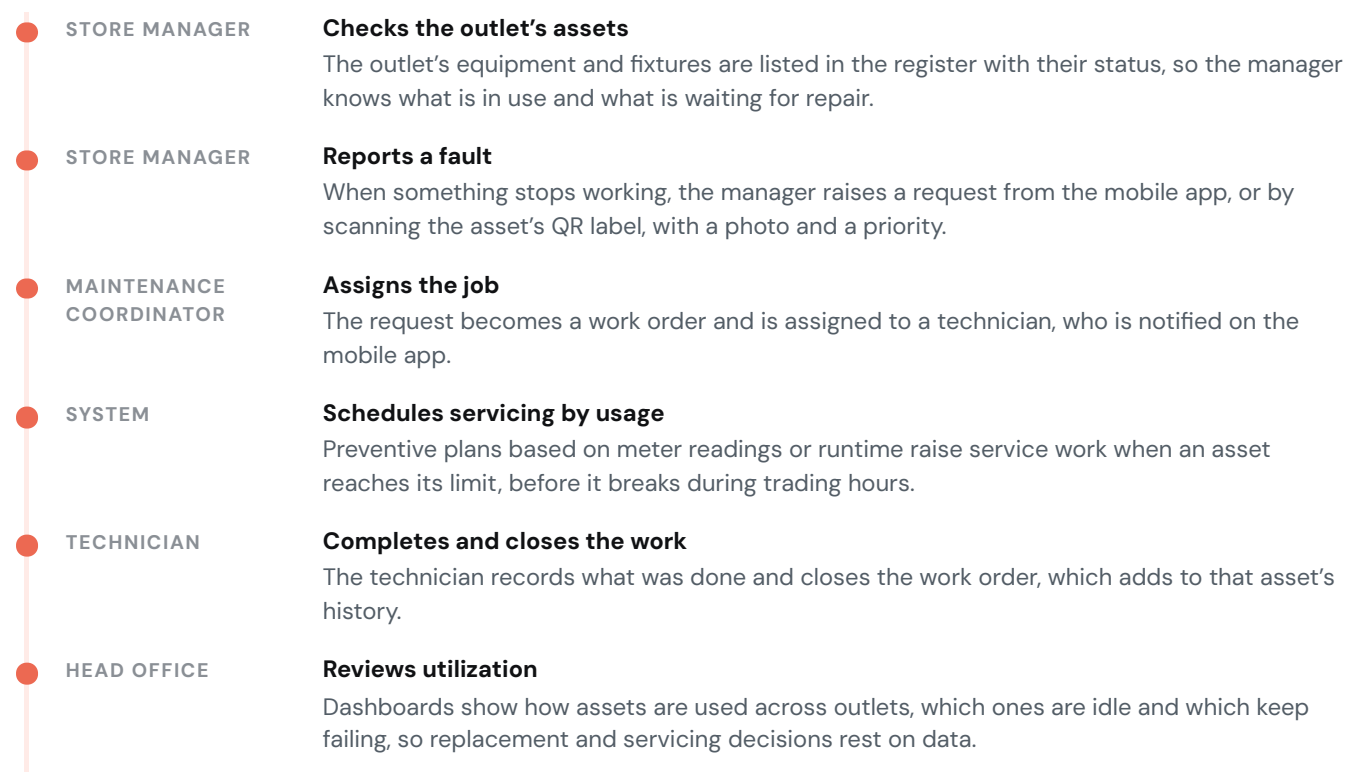
03 What they set up in Asset Infinity

The chain moved its store assets, servicing and fault reporting into Asset Infinity, set up around the way its outlets already work.



04 How it works day to day

Here is how store assets are looked after across the chain now.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Asset tracking	Manual, outlet by outlet	One register for 200+ outlets
Asset utilization	No real-time view	Tracked, and up by 20%
Servicing	Unexpected failures	Usage-based plans, 15% less downtime
Reporting faults	Communication gaps with maintenance	Requests from the app, tracked to closure
Replacements and repairs	Some were unnecessary	5% fewer unnecessary replacements and repair costs

06 How it rolled out

1

Needs assessed. The chain and the Asset Infinity team reviewed utilization problems and the different workflows across store operations.

2

Configured for store processes. Asset records, servicing plans and request forms were set up to match how the outlets already work.

3

Outlets brought online. Store managers began tracking assets and raising requests, and maintenance moved to usage-based plans.

07 The results

10%

increase in overall store operational efficiency

10%

decrease in maintenance-related disruptions to store operations

5%

decrease in unnecessary asset replacements and repair costs

- Store managers and maintenance teams work from the same requests and records

08 Why it worked

Fitted to store work

The setup followed how the outlets already ran, so store managers had one simple way to report problems.

Servicing that follows usage

Plans based on meter readings and runtime put maintenance effort where equipment is used hardest.

Data for decisions

Utilization dashboards give head office facts to plan servicing and replacement across the network.

09 Looking ahead

With store assets, servicing and fault reporting in one system, the chain raised asset utilization by 20% and cut downtime by 15% across more than 200 outlets.

The usage history now building up for each asset gives the business a clearer basis for deciding when to service, move or replace equipment as the network grows.

See it on your own assets

A 30-minute demo, set up for a multi-store retailer.

The client's name is withheld for confidentiality. Results are as reported by the client.

[Book a demo](#)

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