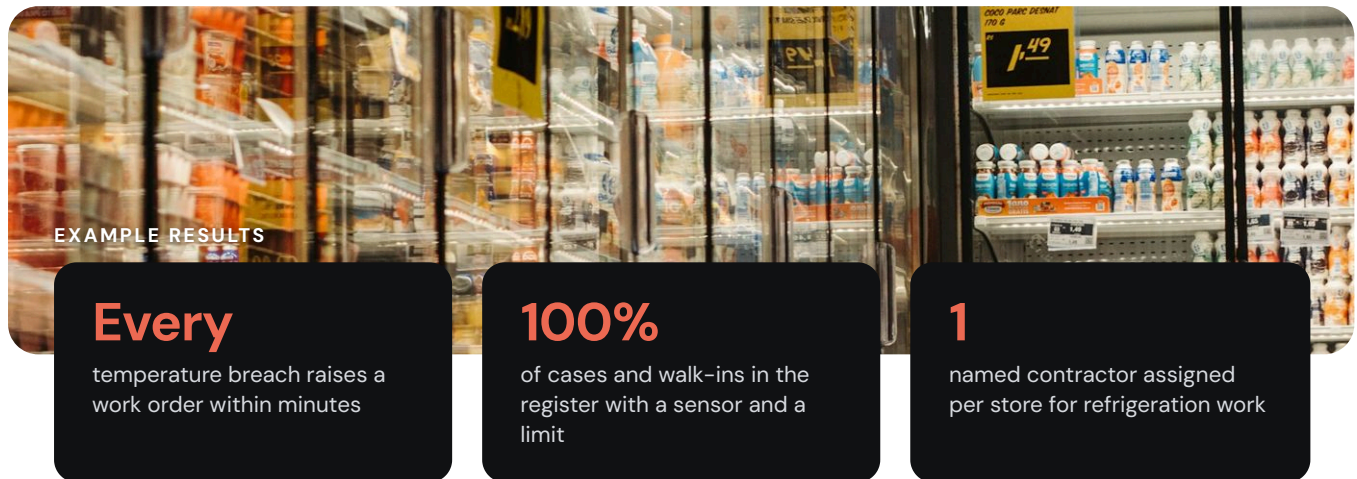


How a grocery chain monitors refrigeration and dispatches repairs with Asset Infinity

A grocery chain puts temperature sensors on its display cases and walk-ins, so a reading outside its limit raises a work order that goes to the refrigeration contractor for that store.



AT A GLANCE

EXAMPLE TYPE

Regional grocery chain

EXAMPLE SIZE

60 stores, 1,500 cases and walk-ins

EXAMPLE SERVICE

4 refrigeration contractors by area

PREVIOUSLY

Handwritten temperature logs, phone calls

FEATURES USED

Connected

Work

Maintenance

Insight

01 The organization

A regional grocery chain runs 60 supermarkets, each with open display cases for dairy and produce, frozen islands, and walk-in coolers and freezers in the back of store.

Refrigeration is serviced by contractors, each covering a group of stores. When a case warms up, the store loses stock and the chain carries food safety risk, so the time from breach to technician matters.

02 The challenge

Store staff check temperatures on paper twice a day. A case that fails overnight is found at opening, and the call to the contractor depends on who picks up the phone.

- Breaches between manual checks go unnoticed for hours.
- Store managers call contractors directly, so head office has no record.
- Nobody can see which cases fail repeatedly across the chain.
- Temperature logs are hard to produce for a food safety inspection.
- Contractor response times are disputed because nothing is time-stamped.

03 How it is set up in Asset Infinity

The chain records every case and walk-in in Asset Infinity, links a temperature sensor to each, and routes breaches to the contractor who covers the store.

Connected

Sensors with limits

Each case and walk-in has a temperature sensor with an upper limit for its type. A reading that crosses the limit raises a work order on that asset.

Work

Dispatch to the store's contractor

Work for each store goes to its refrigeration contractor, with SLA timers that start when the work order is raised.

Maintenance

Preventive service

Coil cleaning, door seal checks and defrost checks run on date-based plans, so routine work is booked before it causes a breach.

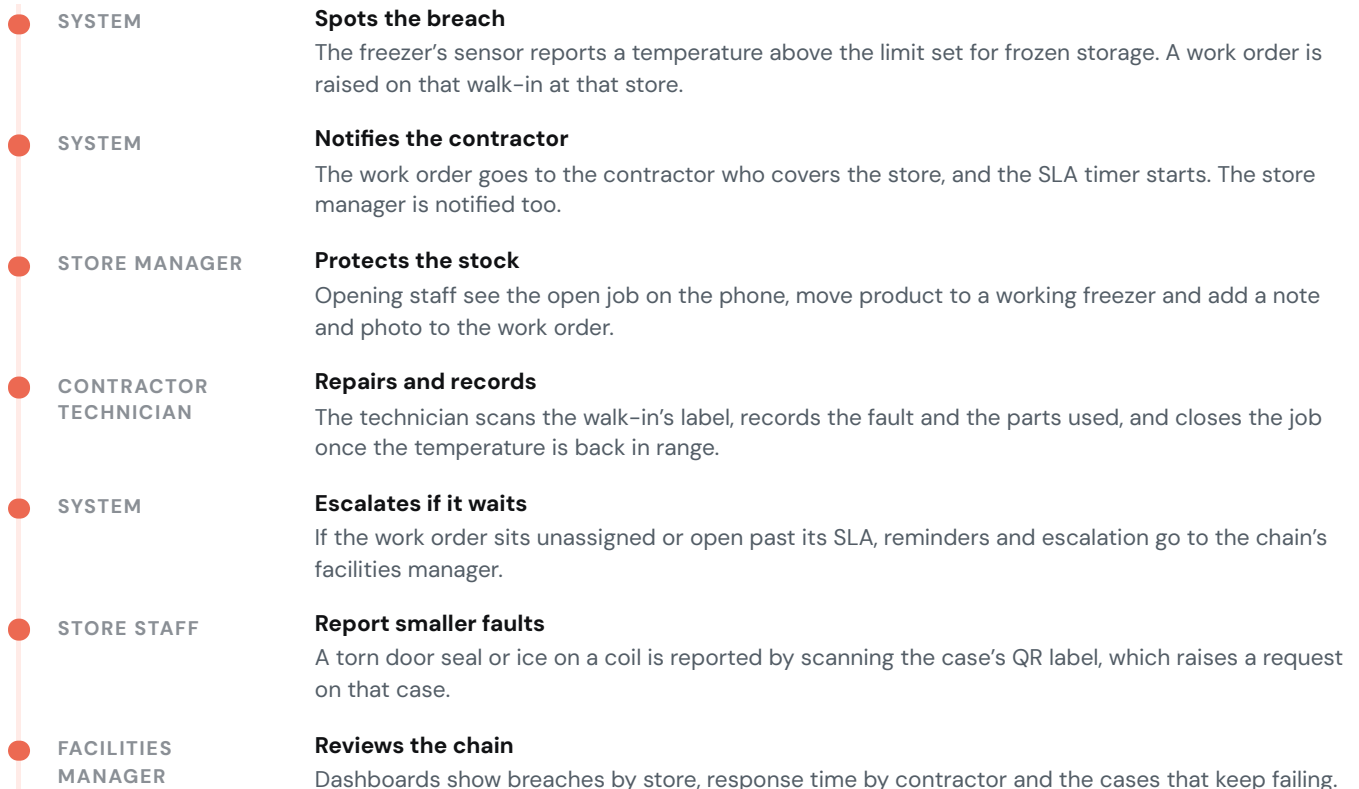
Insight

Breaches by store and case

Dashboards show open refrigeration work, response times by contractor and the cases that breach most often.

04 How it works day to day

Here is what happens when a walk-in freezer starts to warm up overnight.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Temperature checks	Paper logs twice a day	Sensors with limits on every case
Overnight failures	Found at opening	A work order raised at the breach
Calling the contractor	Store manager on the phone	Routed to the store's contractor
Response time	Disputed	Time-stamped from breach to close
Repeat failures	Invisible across stores	Visible by case and store
Inspection records	Hard to find	History on each asset

06 The first month

1

Cases registered and labeled. Every case and walk-in was added with its store, type and set point, and given a QR label.

2

Sensors linked and limits set. Sensors were linked to their assets, with limits for chilled, frozen and produce cases.

3

Contractors onboarded. Each contractor was assigned its stores and learned to update and close jobs in the mobile app.

07 Example results

- Overnight breaches reach the contractor while the store is closed, not at opening.
- Every refrigeration job carries a time-stamped record from breach to close.
- Repeat failures point to cases that need replacing rather than another repair.
- Store staff report door seals and ice buildup by scanning the case label.

08 Why it worked

Work starts at the breach

The sensor raises the work order itself, so a failure does not wait for someone to notice it.

The right contractor every time

Each store's work goes to the contractor responsible for it, with an SLA both sides can see.

History per case

Every breach and repair is recorded on the case, so repair-or-replace becomes a decision based on records.

09 Looking ahead

With sensors watching every case and work routed to the right contractor, the chain finds refrigeration problems when they start rather than when the stock is already lost.

The history built from breaches and repairs shows which cases cost the most to keep running, which helps the chain plan refits store by store.

See it on your own assets

A 30-minute demo, set up for a grocery or food retail chain.

An example of how this kind of organization runs on Asset Infinity.

Book a demo

Start a 14-day free trial