

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.

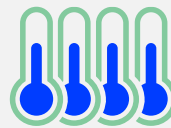
Using Copeland's Site Manager enterprise management application, the retailer was able to efficiently organize and manage their entire enterprise from a central location. This improved employee productivity and drastically increased visibility into store operations.

Results summary



5 MINUTES

Time to record store case temperatures



4 TIMES

Temperatures recorded per day



582

Number of stores



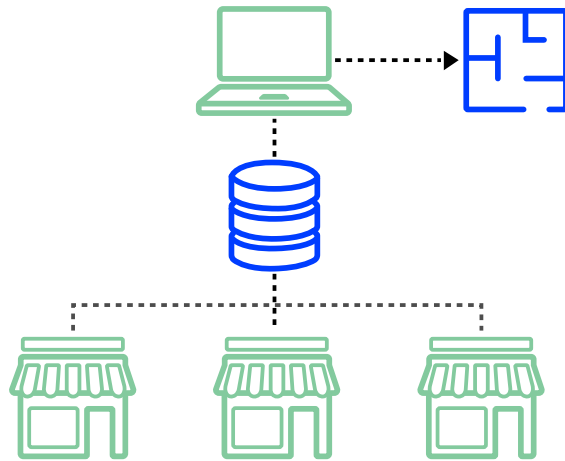
70,810

Total annual man-hours saved

Site Manager features

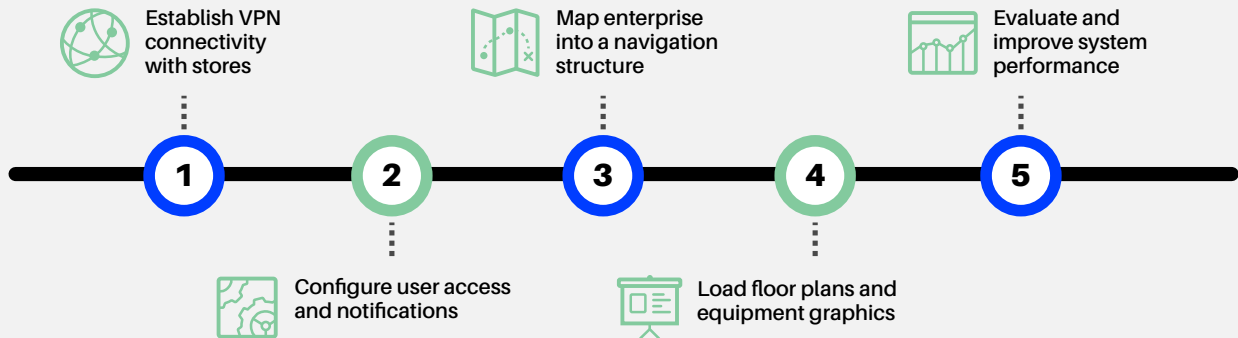
- Unit graphics
- Real-time operating data
- Custom thermographic floor plans
- Alarm history and workflow management
- Setpoint and schedule broadcast

Process map



Improvement process

Here's how Copeland improved enterprise efficiency across this client's stores:



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