

CUT COSTS WITH STORECONNECT + HSM SERVICE

Discover how predictive analytics and the right service team reduced calls and lowered average invoices for a large regional retailer

THE CHALLENGE

For food retailers, refrigeration isn't just equipment—it's the backbone of fresh food, safety, and customer trust. The customer - a large regional retailer - has 100s of locations and 1000s of cases with each store utilizing their own service contractors.

Service calls were typically only placed when they became emergencies: iced up coils stopping airflow, ice buildup reducing efficiency, or leaks driving up costs and resulting in downtime.

Every emergency call meant higher repair bills (some resulting in major product loss), and service technicians racing to fix issues after hours. As the customer's store count grew, so did the pressure: How could they keep stores running smoothly without adding more costs or sacrificing quality?

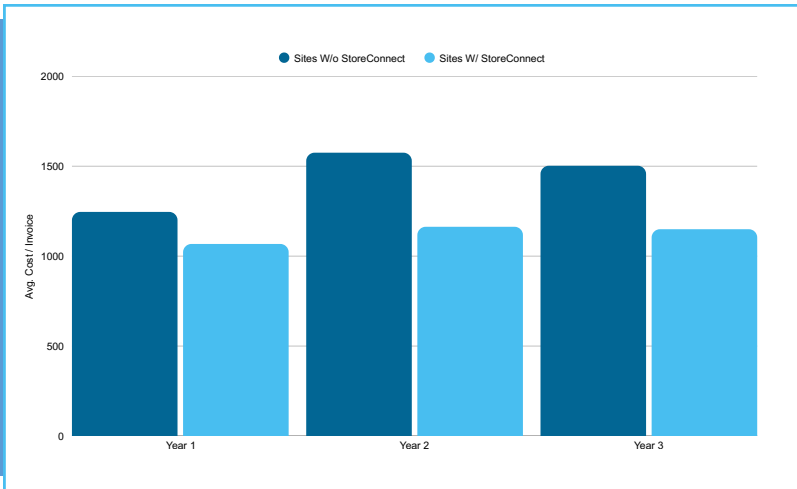
THE SOLUTION



The customer partnered with Hussmann's service teams and their predictive analytics service - StoreConnect- to turn their maintenance from reactive to proactive.

- StoreConnect continuously reviews refrigeration performance, using data and trends over time to spot subtle warning signs for high-cost issues.
- Hussmann Service Teams receive automated real-time alerts - often before any issue at the store level would be noticed.
- Repairs can be scheduled during regular hours or bundled with other service issues, avoiding costly emergencies and allowing the service team to handle work more readily.

THE RESULTS



StoreConnect's management system caught issues before they escalated:

- **High Temp Alerts:** Prevented product loss and reduced downtime
- **High Suction Pressure:** Triggered early action on key system issues
- **Defrost Pull Down:** Identified early display case performance issues before failure
- **Leak Detection:** Enabled repairs before losing charge with service scheduled during regular hours with no emergency or overtime

THE IMPACT

38%
Decrease
in Refrigerant
Leaks

38%
Decrease
in Number of
Service Calls

22%
Decrease
in Avg. Invoice
Cost



This has helped make our systems more efficient. The advanced leak detection capabilities and predictive temperature monitoring support our environmental sustainability goals while providing stores with **more time to proactively identify potential situations before they even occur**. As a result, we've **significantly reduced after-hours and overtime service calls** across our stores that utilize StoreConnect.



~ Group VP, Equipment Purchasing

WHY RETAILERS SHOULD ADOPT STORECONNECT & HUSSMANN SERVICE

- **Operational Control:** Gain visibility into equipment performance across sites
- **Cost Reduction:** Lower invoice costs and fewer emergency calls, while driving longer equipment life
- **Team Efficiency:** Free up technicians for strategic work
- **Customer Satisfaction:** Fewer disruptions mean happier customers, store teams and better product integrity

StoreConnect transforms reactive service models into predictive, data-driven operations. For retailers, it's not just a tool it's a gateway to reduce costs and improve efficiency.

