veroFresh™

How a Cold Chain Distributor Reduced Maintenance Issues by *99% in 3 months*

KEY RESULTS

Real-time temperature and sensor data enables the maintenance team to proactively address issues before they become serious problems.

The Insights Dashboard provides a bird's eye view of overall fleet health so the team can better understand where they need to invest resources.

veroFresh provides a central database of maintenance issues that can be easily queried to identify trends in the data.

PROBLEM

Reactive processes jeopardizing product quality

veroFresh's client is the largest supply chain partner to multi-unit restaurants globally, serving over 25,000 restaurants in 18 countries. Their goal is to make running great restaurants easier through technological innovation and exemplary customer service. To accomplish this goal, the Distributor maintains a massive and diverse fleet of refrigerated trailers, but the Distributor was experiencing some critical problems that were decreasing profitability and jeopardizing their brand:

> Frequent temperature violations were pulling trailers off the road and compromising product quality.

> Maintenance issues were recorded on paper and were difficult to organize and retrieve.

> The maintenance team had no way to proactively identify problem trailers.

> No visibility into the overall health of their fleet.

Before veroFresh, when a trailer experienced a problem, the trailer sent out an error code, but it was up to the maintenance team to figure out what was wrong. Not only was this time consuming, it meant the trailer was off the road for longer periods of time.

> "
>
> *Before veroFresh we simply didn't have data about how our trailers were performing. We would have to do loads of work to figure out if there were recurring problems. Now we can pull the data out of veroFresh in seconds and use it to report on new KPIs.*
>
> Director of Logistics

Maintenance records were also analog, recorded on pieces of paper and stored in filing cabinets. Plus each maintenance issue was treated as an isolated incident, meaning that if there was a problem trailer that experienced multiple temperature violations in a short period of time, the maintenance team had no way of knowing. In short, the maintenance team was flying blind. Their job was to diagnose the issue and get the trailer back on the road quickly. They didn't have access to any data that enabled them to be strategic about how they approached their work.

The Cold Chain Distributor knew that to improve the health of their fleet and maintain their high quality standards they needed a way to modernize their maintenance processes.

SOLUTION
The switch from reactive to proactive

The Cold Chain Distributor has been a veroFresh client for years, so when veroFresh released the Insights Dashboard they immediately shared it with the Cold Chain Distributor to help them better understand their fleet health. The Insights Dashboard pulls raw, real-time data from every individual trailer and simplifies it into a dashboard that makes it easy to understand where problems are occurring.

This was the first time the quality and maintenance teams at the Cold Chain Distributor had ever visualized the status of all of their trailers in one place. Cooler sensor failures, freezer sensor failures, GPS failures, and temperature warnings, were all at their fingertips.

Before, if the team wanted to understand trends in their fleet maintenance they needed to sift through filing cabinets worth of records and manually crunch the numbers. Now they're able to see where problems are occurring in real-time, and identify problem trailers that are frequently registering incorrect temperatures.

> " In the 3 months since we started using the Insights Dashboard the number of major service incidents has **decreased by 99%**. It's amazing what our team can accomplish when we understand the problem.
>
> Operations Supervisor

The Cold Chain Distributor is now able to proactively address maintenance issues before they become serious problems. They have a bird's eye view of their fleet and can better understand where they need to invest resources, as well as a central database of maintenance issues they can query to identify trends in the data.

Actionable insights with zero guesswork

Contact us to learn more and take the first step towards a *healthier, more efficient cold chain*.