

CASE STUDY #2

PREDICTIVE SERVICING AT A MAJOR UK QSR CHAIN

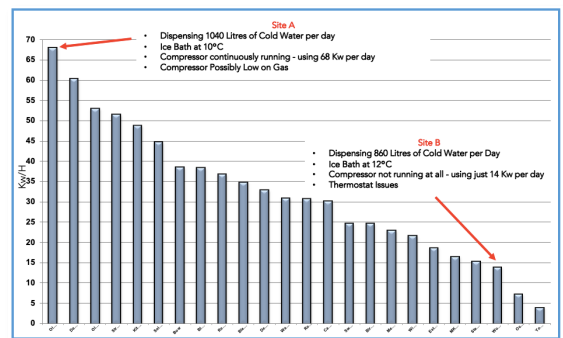
10 learnings from real time restaurant monitoring

1. 12 sensors across the key points in the Dispensing System in each restaurant generate 10.5million data points per annum, per outlet.
2. Quality is now monitored *every minute of every day*.
3. During lockdown: Coca-Cola were the only company to have eyes on how their equipment performed in locked restaurants - restarting them was therefore much quicker
4. Since lockdown: unnecessary engineering visits are being avoided, safe in the knowledge that the system is working well. Engineers are only sent where they're needed.
5. The data provides a thorough audit of equipment performance when under sales pressure, not just early morning when engineering visits typically take place in a QSR/Leisure environment
6. Equipment problems are being spotted more quickly & thus fixed more quickly – reduces down time & possible loss of sales
7. Equipment repairs are being tracked & monitored to see if they fix the problem
8. Service companies are being rated on their First Time Fix
9. Reliability & efficiency of different equipment manufacturers are being compared
10. Machine learning is now allowing a truly predictive servicing regime

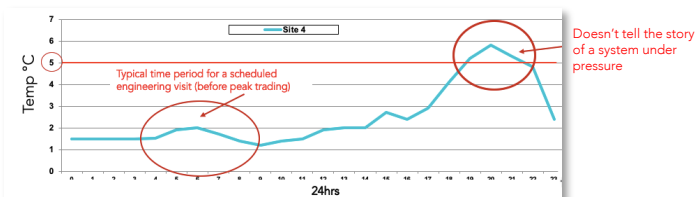
Live Data Portal – At A Glance Performance



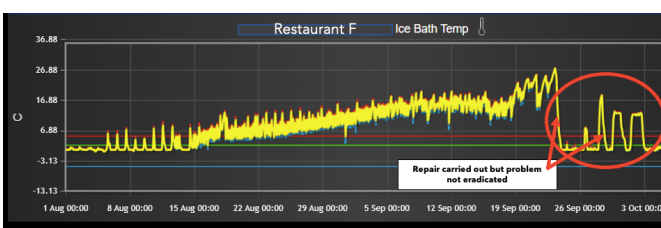
Power Monitoring Tells A Story



Finished Drink Temperatures Visible All Day



A Check on First Time Fix (or not.....)



Manufacturer Performance Comparisons

