

## Grocer Saves \$780k by Applying Vixxo's Analytics and Insights

### Customer Profile

- ▼ A leading international grocer with five well-known store brands in the U.S.
- ▼ They have more than 2,000 stores and distribution centers across 23 states.
- ▼ Their store formats range from hypermarkets to local supermarkets and convenience stores.

### The Situation

- ▼ The grocery store chain's facilities management program was built around responding to reactive repair needs.
- ▼ Frequent equipment failures were causing disruption to store operations.
- ▼ The chain also had no strategic visibility into their assets, leading to missed opportunities for cost savings.

### The Challenge

Given the disruptions their equipment and asset failures were causing to store operations, a solution needed to be implemented as soon as possible.

As with any large scale organization, there was also the fundamental desire to optimize their maintenance spend and make better - and more informed - decisions.

With the lack of visibility into their asset performance at a deep level, their ability to get started on their own was a challenge in itself.


### The Solution


Vixxo performed a detailed analysis of their assets, parts used, and service call volumes. Vixxo also benchmarked cost per call averages across the client's business regions to recommend specific process updates.


The analysis showed that the cost per call was too high, and with some intervention, could be reduced through a combination of process changes and an improved approach to their repair vs. replace decisions.

Vixxo also recommended changes to their pallet jack equipment and limiting the number of pancake compressors on-site.

### Results Delivered

 **\$780k**  
saved based on Vixxo's recommendations

 **Zero**  
days of interruptions to operations during implementation

 **100%**  
visibility to service call spend outliers

Overall total cost of ownership (TCO) analysis resulted in recommendations to replace, rather than repair, equipment where it made financial sense to do so.

Revenue and in-store sales were able to be protected through increased uptime for re-stocking. The solutions were also able to be operationalized with no store downtime.

*“Vixxo was able to evolve the program so it was less reactive and more focused, which immediately helped reduce spend.”*  
- Director of Facilities, Grocer Client



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