

Global Grocery Leader Saves \$14M in Facilities Costs

Customer Profile

- ▼ A leading global grocery retailer, managing high-profile brands across nearly 800 locations.
- ▼ They faced competition from deep discounters and new market entrants.
- ▼ The grocer's facilities management program revolved primarily around reactive repairs.

The Situation

- ▼ The focus on reactive repairs was creating store disruptions and driving up costs when equipment and assets failed.
- ▼ They lacked visibility into their assets - the data that could give insight into repair-versus-replace scenarios or identify additional opportunities for cost savings.
- ▼ They needed a truly automated and centralized facilities management platform to increase efficiencies, reduce costs, enhance visibility, and ensure food/public safety.

The Solution

Vixxo supported 771 locations, each with an in-house deli and kitchen, across 30 licensed trades, including foodservice equipment, plumbing, electrical and lighting.

To stabilize service and their spend, Vixxo built a high-quality service network, providing coverage in triplicate.

Next, 48% of their spend was allocated to scheduled maintenance. Finally, working with data gleaned from its cloud-based platform, Vixxo leveraged predictive modeling to help the client make more informed decisions.


The Challenge

With its busier grocery stores seeing upward of 30,000 to 50,000 customers a week, disruption or degradation to service levels from efforts to better manage their facility maintenance initiatives was a non-starter.

They needed a solution to resolve their cost and asset visibility concerns quickly and without negatively impacting sales and the consumer brand loyalty they had invested in building over the years.

Results Delivered

 **14M**
in cost savings

 **19%**
reduction in avg. invoice costs

 **97.4%**
avg. asset uptime

In addition to prolonging equipment life, the scheduled maintenance program let store managers defer minor repairs until pre-scheduled service. It also helped the retailer realize consistent billing to better manage budgets.

Managing more than \$21 million in reactive capital work, Vixxo was able to capture root cause data that both determined the health of assets and prevented further complications and costly repair recurrences.

“Vixxo was able to evolve the program so it was less reactive and more focused on scheduled maintenance, which immediately helped reduce spend. We look to Vixxo not just to provide visibility into what is driving spend, but also what can be done to correct it.” - Director of Facilities, Grocery Client



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