



IoT Refrigerator Keeps FOOD SAFE and Customers Satisfied

Managing a restaurant is difficult enough when your equipment is working. Factors like picky customers, chronic staff shortages and the constantly fluctuating cost and availability of ingredients can make each service an adventure. An unexpected equipment failure, however, can mean the end of service altogether – with catastrophic consequences.

What's the best way to minimize that kind of risk? Business are increasingly installing modern IoT (Internet of Things) devices to more effectively manage their mechanical systems and reduce the likelihood of a critical failure. Together with regular maintenance, IoT monitoring ensures that you'll know about any issues that arise before they cause harm to your business.

Early detection keeps minor problems from spilling over

Iconic Knoxville eatery **Calhoun's On The River** knows very well just how important properly functioning equipment is. OptumSoft's IoT monitoring solution, SMART Refrigeration, helped the business narrowly avoid losing an entire walk-in refrigerator's worth of food – not to mention a weekend's worth of business. Calhoun's refrigeration repair and maintenance manager, ShoffnerKalthoff Mechanical and Electrical Services (SKmes), a division of Comfort Systems USA, had installed OptumSoft's SMART Refrigeration at the location that very same week when the system noticed that the temperature in the fridge was creeping upwards.



CASE STUDY

Wanting to address the problem before the temperature rise became a food-safety concern, SKmes immediately sent out a technician who discovered that multiple small issues had combined to create the potentially serious temperature issue. Not only did SKmes repair the refrigeration system before Calhoun's had to throw out thousands of dollars worth of food, they actually saved the business from the extra cost of an emergency repair call down the road. And, most importantly, Calhoun's was able to stay open and delight its customers through a busy weekend.

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Proper temperature control is non-negotiable

Food safety is no joke. When gone undetected, an inadequate refrigeration system could lead to serious illness, in turn causing irreparable damage to a restaurant's reputation. Unfortunately, it's not so easy to catch dangerous refrigeration conditions until it's too late. The line between safe and not safe is thin, and with traditional technologies even diligent restaurant managers might not notice issues in time. But with SMART Refrigeration's 24/7 automatic monitoring solutions, busy restaurant owners can take solace knowing that refrigeration is one less thing they need to worry about.

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