



## Case example

## Franchise Food Outlet



### The Problem:



A new player to the fast casual food scene in Australia was doing very well with good growth of stores in key areas and managing to achieve great figures and customer support. However after the recent 'Chippolte' food contamination crisis in the USA they were nervously reviewing their operations and exposure to similar risks.

Their stores were fastidiously kept and area managers were on top of systems, the one area that they were not happy with was their food safety record keeping. Trying to get young casual staff to accurately check and record temperatures of the food storage systems was proving to be a challenge. Clearly when inspecting the log files that were manually written it appeared that all temperature logs had been completed at the same time, using the same pen and in the same hand writing! You didn't need to be an expert in hand writing to come to this conclusion!

On top of the cold food ingredients the chain also had a three hot meats that were kept in a bain marie for service periods, under the Australian food safe guidelines these temperatures should have been recorded also.

There had also been two recent incidents in where the main refrigerated display/service cabinet's were clearly struggling to maintain temperatures, turns out one had a faulty thermostat the other a blocked condenser\* that was not letting the air flow (\*typical example of why refrigeration units fail, but can be avoided by a weekly check/clean).

In both cases the stores had to shut down for the busy lunch service as they had lost their stock, costing thousands and damaging brand imagine along the way.

Management at head office were rightfully concerned with what would happen if their operation was challenged with a similar food safety concern. It would only have to occur at one site, and it could damage the other 25 stores in the group nationwide, and the plans for the next 25 over the upcoming 2 years. They need an insurance system that could verify and proof that they kept all their foods at the correct safe level, such a system needed to be independent and auditable.

## The Solution:



An **i-temp** solution was suggested and installed to provide a reliable remote monitoring solution that includes wireless temperature sensors with alerts and data logging, data storage and automated reports. The stores had a spare internet/Ethernet port so the base station system was used.

The sensor data is sent wirelessly to the internet via the internet the store manager can instantly check any unit's current temperature via their phone or pad and if anything is out of line or agreed temperature ranges they receive an instant alert. Better still the franchise head office can do the same, in this case the head office was two states away, but could quickly see on their phone what each and every stores food storage temperature systems were running at.

The critical temperature data for food safety reports are located on line and stored on a secure cloud server for access anytime from anywhere, he also receives a weekly report of all units' temperature data files and a report of any alerts for the week, to match up against his HACCP plan for a record of action that was undertaken.

The **i-temp** system also had the hot food covered also, as the probes could be used in hot food situations also.

### i-temp system installed

Action:	Result:
Temperature sensors with probe used , Internet base station system used	Monitor and record temperatures of the food storage units and also the hot food bain marie, providing data for ANZFSA and local health code requirements and notifications set to alert staff of temperature Fluctuations or failures, preventing product spoilage.
System set up as a franchise group	This allowed head office to also monitor all sites from thousands of km's away, the franchise support team also were listed on the Alerts for all sites
7 units including 3 hot bains per store	Cost of \$5 per week each - \$35 per week, system was replicated over the 25 national sites
Time frame	Two weeks from order – 1 day to install
Other costs	\$650 Installation fee
Future costs	\$0 all battery replacements, equipment upgrades included in the weekly fee
Result	No stock loss no repeat labour costs due to alerts received in time and auctioned, often by head office management. Reduction in labour time and costs. Improved documentation of food storage systems for compliance with food safety.
Bonus result	Franchise group was nominated at national franchise awards for using cutting edge technology to ensure food safety was of high priority.
Refrigeration technician	Access to instant data on refrigeration's past and current performance can save many hours in fault diagnostics, graphic charts and detailed data files provide invaluable feedback on performance.
Head office control	Head office was able to gain control on each sites food safety systems with regards to storing food at safe temperatures, along with detailed evidence and reports to prove such in the case of a legal challenge.
Paper work	None – all on Smart Phone/Tablet/Computer

## The Result (Cost Savings)



For \$35\* pw, the customer was able to deploy a comprehensive solution addressing all of their needs.

The head office operations of the franchise didn't need to travel to site as often to check and train staff on checking and recording food storage temperatures, saving valuable resources and travel costs.

The data recorded and filed being obtained from site but accessed at head office (or anywhere) was proving to be a fantastic method of ensuring safe consistent operations and staff throughout all of their sites.

### **Using i-temp comprehensive monitoring solution, this customer is now able to:**

Avoid potential product spoilage by using temperature sensors in their refrigerated storage.

Tell if cooler doors are not closed properly, or if units are not performing at correct temperature.

Automatically track and document storage temperatures per ANZFSA and local health requirements.

- Ensure optimal product storage shelf life by ensuring correct storage temperature.

Record hot food storage temperatures via the probe system and add that data on to the reports.

Provide auditable independent evidence of correct food storage temperatures have been met.

Free up valuable time to get back to doing what Chefs to best!

*All Costs plus GST, A once off \$650 installation and commissioning fee*

*For further information visit, [www.i-temp.com.au](http://www.i-temp.com.au)*