



Case Study: How A National Grocery Retailer Transformed Maintenance in 115 Stores with Axiom Cloud's Predictive Maintenance Module

THE SITUATION

For grocery retailers, refrigeration systems represent the largest single category of maintenance costs (up to 90% of service calls), and this mid-sized specialty grocery chain was no different. Their facility management team was routinely overwhelmed by the daily volume of alarms, emergencies, and maintenance issues, with refrigeration problems being the largest contributor.

Like many in the industry, they were trapped in a reactive "break/fix" maintenance approach. This led to an endless cycle of emergency service calls, overtime labor, and rushed repairs, pushing maintenance costs higher and further straining their overextended maintenance staff. The constant stream of urgent repairs left little time for preventive maintenance or strategic planning.

CASE STUDY

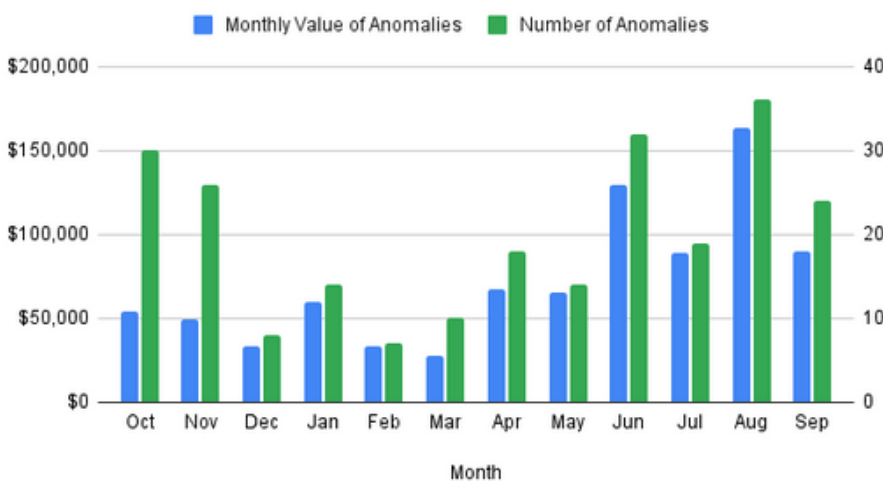
Number of Locations

- 115 stores

Subscribed Modules

- Early Leak Detection
- Predictive Maintenance (Featured)
- Enterprise Visibility

Predictive Maintenance Anomalies Detected by Axiom by Month



KEY CHALLENGES

- Refrigeration maintenance drives up to 90% of all service calls
- A typical store experiences 3 or more refrigeration-related service calls each month
- Many disruptive cooling outages are avoidable with predictive maintenance
- Many "call-back" visits can be avoided by providing technicians with meaningful insights on the issue before they arrive onsite



THE SOLUTION

In April 2023, this grocery chain deployed Axiom Cloud's AI-powered Predictive Maintenance Module to 115 of their stores. The solution was quickly and seamlessly integrated with their existing refrigeration controllers, requiring no new hardware. Within two weeks of going live, Axiom Cloud began providing early notifications of potential equipment issues, helping the overwhelmed maintenance team get ahead of problems before they became emergencies. **The predictive insights not only identified maintenance anomalies before they impacted store operations but also allowed the facilities team to batch and prioritize repairs efficiently based on urgency and value (and resolve many remotely).**

Critically, Axiom's platform also validates when anomalies have been properly resolved, providing much-needed accountability for contractor work quality. This verification process helps ensure that repairs are done right the first time and eliminates unnecessary "call backs."

RESULTS AND BENEFITS

In the first 12 months following the implementation, the grocer experienced transformative improvements:

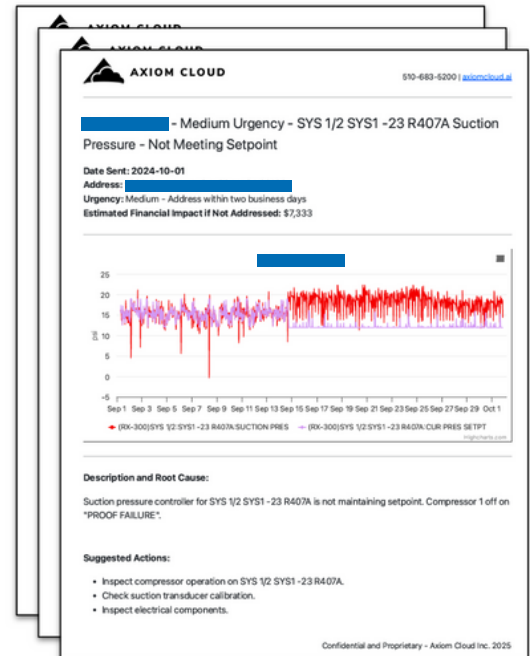
Cost Savings: 238 predictive maintenance anomalies were delivered to the customer, enabling the retailer to save over \$860,000. When combined with value delivered by Axiom's other modules, the grocer's total cost savings exceeded \$1,400,000 in the first year.

Technicians Succeeded the First Time: Axiom took the guesswork out of service calls. The right technicians arrived with the right tools and materials, armed with precise diagnostic information. This increased technician "time on task" while reducing the number of "call backs," overtime and other unnecessary costs.

Prioritized Maintenance: With Axiom's predictive insights, the customer now addresses some issues remotely and prioritizes the most important predictive maintenance tasks to reduce emergency service calls. Lower-priority tasks are intelligently batched, further optimizing the maintenance workflow and helping the facility team stay ahead of issues.

Minimized Downtime: By detecting issues early, Axiom Cloud improved system uptime, preventing costly food spoilage and allowing store personnel to focus on customer service instead of equipment troubleshooting.

Improved Accountability: Axiom Cloud's AI-powered platform automatically verified that repairs were completed correctly and that the issues were fully resolved. This increased the customer's ability to efficiently manage contractor performance.



CONCLUSION

This grocer's success with Axiom Cloud's Predictive Maintenance Module illustrates the value of moving beyond reactive maintenance. By embracing AI and data-driven insights, they transformed their maintenance approach, achieved significant cost savings, improved uptime, and extended equipment lifespans. Their facility team spends less time firefighting, freeing them to focus on higher value strategic initiatives.

For any grocery store operator, predictive maintenance offers a scalable solution that protects the bottom line by preventing unexpected equipment failures, optimizing repair schedules, and ensuring issues are resolved right the first time. In an industry where refrigeration system uptime is mission-critical, Axiom Cloud's predictive maintenance provides a clear path to operational excellence and financial health.