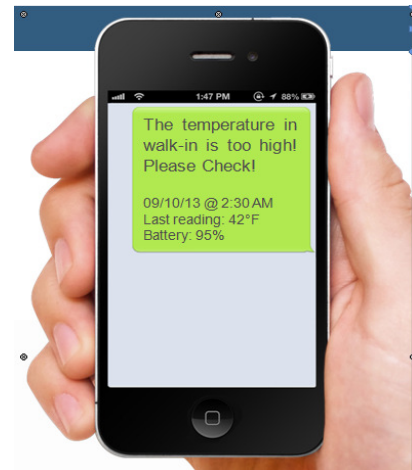




## Case example

### Hotels & Resorts



### The Problem:



A property manager from a popular hotel resort chain was having issues with refrigeration units constantly failing all over the resort, as typically the case the resorts was getting on in years and as with all machines they eventually come to the end of their working life. His engineering and maintenance depart was constantly running attending to failed units well after the fact, in most cases no one was aware the refrigeration had failed until they accessed the unit, in some cases the next day or later!

The Executive Chef was furious , lost stock and doubling up on labour to prepare the foods again, his food costs and labour costs were going through the roof! Why can't someone tell us when the refrigeration fails when it happens or soon after not the next day when it's all too late?!

To compound issues a senior manager from head office had just advised that the Chef's record keeping of refrigeration storage temperatures was found lacking, and they had failed a food safety Audit!

Now Chef was really furious! He was already working 60-80 hrs a week and his senior Chef's not far behind him. The hotel had 5 Large coolrooms in the main kitchen, 1 Freezer room, and 6 stand alone refrigeration units throughout the main kitchen. The loading dock also had a receiving coolroom and freezer room where supplies were delivered and stored whilst awaiting distribution to the correct area of the resort. The Hotel has a poolside Café that had dual temp ref/freezer room and 4 stand alone service refrigerators.

The Hotel main bar over looked the sunset view and was a popular place for drinks and wood fired pizza, the kitchen had a small coolroom and 3 stand alone refrigeration units.

The fine dining restaurant was located on the far side of the resort a good 400+ meters away it also had a dual temp room, and 4 stand alone refrigeration units. The Function room was located at the far end of the main building, it had one large coolroom and 3 stand alone refrigeration units.

The head Chef and Executive Sous were listed as the site's food safety managers on the food safety plan, which meant that they were legally responsible for signing off on the food safety plan, the risk if they

delegated the task to a junior staff member and it wasn't done correctly meant the it was their jobs and positions at risk. The minimum standard that the health officer from head office requested was to check and record the temperature twice a day, although he had suggested they would be moving to four times a day, as some operations were already on 3 times.

Given that there was over 30 food refrigeration units around the resort and quite some distance between some of them it was going to take the best part of hour to check and record all units, once let alone twice or three times! An insane amount of time and huge labour expense, Chef tried to move the task to engineering however they were not in a position to assist, however they did suggest that the task could be undertaken automatically and they would organize any requirements for installation, this is when **i-temp** was contacted for a solution.

## 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. sensors. As the resort had excellent Wi-Fi throughout all areas of the resort including back of house a 'Wi- Fi' direct system was used, allowing over 30 sensors to monitor and record all temperature data from around the resort in all areas and have it all communicated to the one online data system.

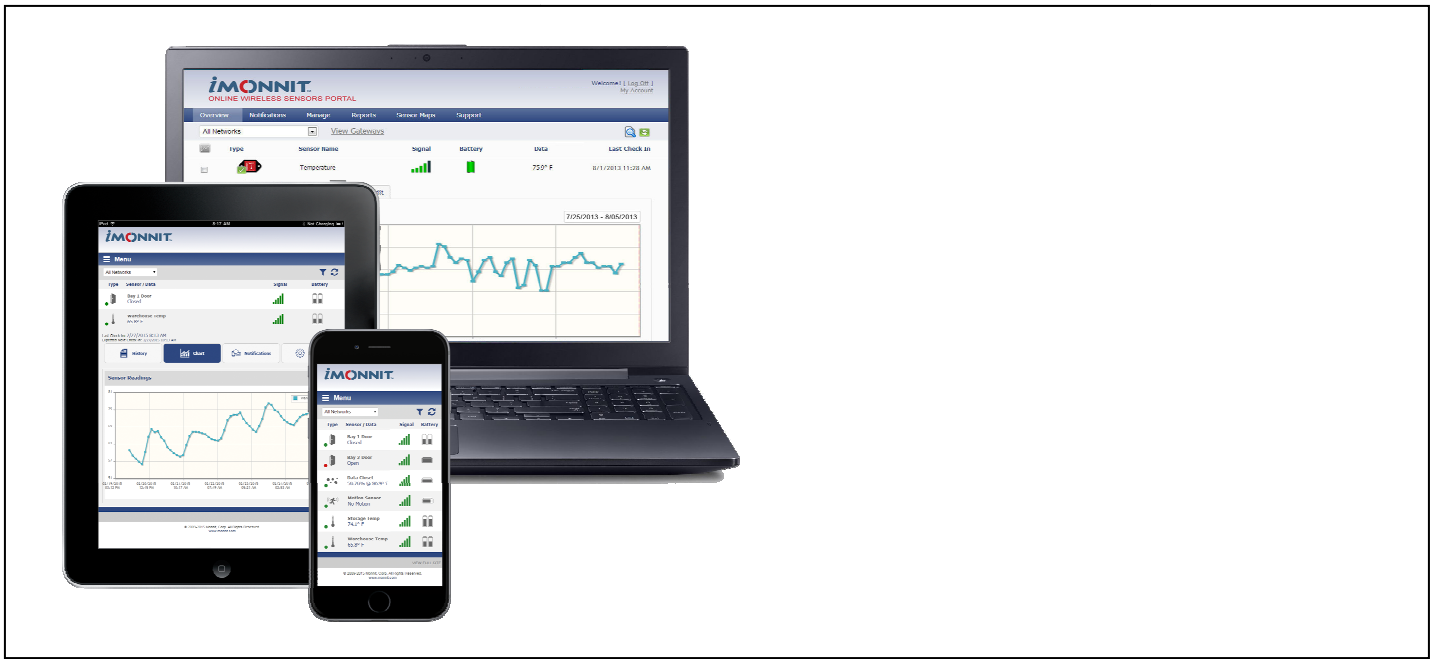
The sensor data is sent wirelessly to the internet via the resorts Wi Fi. The data is then also sent to the Chefs and Engineers smart phones, I pads. The information is also available via the internet and desk top computer.

The above staff 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.

All the Data for the Chef's 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.

### i-temp system installed

Action:	Result:
WiFi Temperature sensors with probe used, Wifi service was pre checked and determine to be a strong signal everywhere	Monitor and record temperatures inside walk-in refrigerators and freezers, providing data for ANZFSa and local health code requirements and notifications set to alert staff of temperature Fluctuations or failures, preventing product spoilage.
31 refrigeration units monitored	Cost of \$5 per week each - \$155 per week
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, massive reduction in labour time and costs.
Bonus result	Thousands of dollars in labour saved as manual data logging no longer required, automatic reports also generated saving more time.
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.
Labour savings	<b>Over \$40,000 PA</b> , based on correctly* manually recording 5 units twice a day and recording files, 3.5 min* per unit(longer time due to greater distances between units @ \$35ph 365 Days. *this means collecting data from calibrated thermostat from with the cooler
Paper work	None – all on Smart Phone/Tablet/Computer



## The Result (Cost Savings)



For \$155\* pw, the customer was able to deploy a comprehensive solution addressing all of their needs. The time/labour saved by Chef equaled more than \$735 pw, the **itemp** system is saving the hotel nearly \$600pw in time and labour!

The hotel still has the occasional issue with failed refrigeration units, as they set about updating them with next available Cap ex budgets , but no stock has been lost since due to the timely alerts.

The added bonus is relieving the senior Chefs of time consuming compliance paperwork has meant they now have some available time to concentrate on more important tasks for their skills, creating menu's, training chefs and even some guest liason activity, the result is a much happier chefs thata re using their time and skills in a much more productive manner.

### 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.
- 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)*