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AN EVERBRIDGE COMPANY

Streamlining Food Quality Management with xMatters

Kroger

The xMatters service reliability platform integrates with Kroger's other technology vendors and an IoT program to completely automate refrigerator and frozen food temperature management and protect against costly service issues, potential food waste, and even health concerns.

Highlights

> Implemented advanced incident management program for food management

> Integrated system with Kroger's IoT and database vendor, offering significant opportunities to scale impact reducing costs

Kroger automates incident management of refrigerated food monitoring

In retail, you're only as good as the products you sell. When it comes to food, especially refrigerated and frozen foods, maintaining quality is more than just a question of driving customer loyalty and minimizing loss— it's a real health risk. For compliance, refrigerators and freezers must stay between predetermined temperature ranges. Every year, food-borne illnesses affect 48 million Americans, sending 120,000 to the hospital and causing 3,000 deaths.

Fortunately, innovative technology is transforming how retailers manage this risk. Kroger, with more than 2,700 stores in 35 states, implemented a modernization project combining Internet of Things (IoT) technology and automated incident management for its refrigerated and frozen food program.

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DAN WILEY
Team Lead-Monitoring and Event Management Team

Kroger

Challenges

Prior to the modernization project, in-store staff monitored freezer temperatures manually every four hours. Depending on the size of the store and the scale of the incident, the challenge could often be complex, time-consuming and prone to human error.

Solution

To improve the effectiveness of its food risk management program and reduce the related risks, Kroger began partnering with xMatters. Prior to xMatters, a ticket often generated a mass email, usually because the escalation process couldn't identify the right team member to address the temperature issues. xMatters implemented an incident management system that combined staff schedules and rotations with an escalation path.

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As an integral part of the communities we serve, we have a special responsibility to reliably manage the quality of our foods. xMatters has been an instrumental partner in meeting our Customer First Strategy.

DAN WILEY
Technology Engineer

Kroger

With xMatters, incidents are now handled with a robust process that includes SMS messages to identified staff, emails and phone calls to management, and automated announcements over the in-store system. Kroger reduced MTTRs to less than two minutes—from creating and queuing a ticket to confirming ownership by a technical resource.

"Our customers expect excellent service and safe food," says Dan Wiley, Team Lead-Monitoring and Event Management Team. "We're proud that we can do that every day. xMatters has been an invaluable partner, making our management of refrigerated and frozen foods much more effective."

The xMatters service reliability platform integrates with Kroger's other technology vendors and an IoT program to completely automate refrigerator and frozen food temperature management. Sensors monitor temperatures and record temperatures to a central database, signaling incidents to the xMatters platform when they arise.

Benefits

The reliable incident management system has had a massive impact. Consider: Each store contains approximately 200 sensors. Nationwide, Kroger manages more than 25,000 refrigeration incidents every day. xMatters is operating in more than 1,000 stores.

The system has also helped create a significant cultural shift. Kroger implemented a robust awareness and training program around refrigeration best practices and significantly increased transparency and accountability. Most importantly, Kroger reformed staff behaviors around temperature management by bringing on a platform that streamlines incident management and keeps its shoppers safe.

"As an integral part of the communities we serve, we have a special responsibility to reliably manage the quality of our foods," says Will Keaney, Technology Engineer. "xMatters has been an instrumental partner in meeting our Customer First Strategy."

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