

Stratosfy's equipment operations platform for Quick Service Restaurants

Lowering food costs by proactively detecting unexpected inventory loss.

M&J Gallant Foods, a Wendy's franchisee, integrated Stratosfy's platform to monitor its refrigeration equipment in real time, leading to lower food inventory costs. M&J proactively avoided unexpected inventory loss and costly product spoilage with real-time notifications and actionable incidents.

The Problem

M&J Gallant Foods must store a significant amount of perishables at the correct temperature range, and respond promptly to an equipment failure. If a fridge or freezer is unable to hold a temperature in the acceptable range, this Wendy's franchisee's staff must detect it and immediately schedule a maintenance check to fix the problem. Meanwhile, those perishables need to be moved to other refrigeration equipment where an acceptable temperature range can be maintained. To improve their operations at scale, M&J Gallant Foods required a systematic approach to their equipment monitoring strategy.

M&J Gallant Foods partnered with Stratosfy, to address following key challenges_

- Unexpected inventory losses were occurring whenever refrigeration equipment downtime was not detected proactively.
- Manual temperature logging for daily food safety logs was error prone and consuming 1hr time labor time per day.



M&J Gallant Foods

M&J Gallant Foods leverages Stratosfy's equipment operations platform for real-time alerts to proactively detect refrigeration equipment downtime and prevent food inventory loss.



The Solution

M&J Gallant Foods operates different types of fridges and freezers, each of which needs to operate to the high standards set by Wendy's. Many of the food products that Wendy's serves are temperature sensitive, and require tight controls around storage, preparation, and handling, otherwise they must be discarded. During storage, perishable foods need to be

Kept out of the danger zone temperature range of 4°C - 60°C (40°F - 140°F). This ensures consistent quality in the wide variety of foods that the quick service restaurant brand serves, prevents foodborne illness, and reduces food waste.

Before adopting Stratosfy's platform, the workforce, such as shift managers at M&J Gallant Foods, was required to manually log the temperature of each refrigeration equipment three times a day by measuring through a thermometer. These manual measurements were recorded on paper logs.

After the workforce had gathered such temperatures, operations leaders needed to review those measurements and spend time verifying them.

This type of monitoring was prone to errors. With Stratosfy's platform consisting of sensors, cloudbased software, a web dashboard, and a mobile app, M&J Gallant Foods could automate temperature monitoring through a precise solution that provides real-time alerts, allowing workforce to respond to temperature excursions before they could cause harm.

Stratosfy's sensor devices were deployed to monitor eight pieces of refrigeration equipment, such as walk-in freezers, PUW Stations, and reach-in fridges. Two Stratosfy gateway devices connected this equipment to Stratosfy's cloud platform. Three leaders monitor this equipment using the Stratosfy web dashboard and mobile app. Overall, six workforce members are using the platform and eliminating manual monitoring of equipment temperatures. Wendy's daily food safety logs are filled with data generated by Stratosfy's platform. Real-time notifications generated by the platform are used to proactively schedule equipment maintenance.

The Results

Now that M&J Gallant Foods has an automated equipment monitoring system to verify the operating temperature range of their fridges and freezers, operations leaders at Wendy's franchisee have achieved the following results in equipment operations that were not previously possible.

- In the first year of using Stratosfy's platform, there were four instances where continuous refrigeration temperature fluctuations were detected across refrigeration equipment. Upon detection, the M&J Gallant Foods team took a proactive approach and scheduled technician calls to diagnose these fluctuations. These fluctuations have been root-caused to what would have become equipment downtime events. These events would have resulted in an inventory loss of approximately 2000 CAD and would have limited what menu items are available to customers on the business days of these anomalies
- Saved 7200 CAD annually in labor costs for taking temperature readings of 8 refrigeration equipment 3 times in a day
- Eliminated missed and error-prone manual temperature readings with 24/7 automated monitoring of all refrigeration equipment



Ian Fraser

General Manager, Wendy's Ottawa.

"I have been running Wendy's operations for the past 20+ years. The quality of our food is the key to our business, so undoubtedly, having a system that allows us to further strengthen our standards by significantly reducing food waste has a positive impact on our operational logistics. The continuous monitoring system provided by Stratosfy has enhanced our ability to determine temperature fluctuations and has helped us protect our inventory by maintaining appropriate storage temperatures. The web dashboard and mobile apps are both easy to use and easy to train new staff."