

Case Study

# Sensormatic Solutions Digital Food Safety



How O'Brien's Costcutter used Sensormatic Solutions Digital Food Safety system to drive food safety compliance and increased efficiencies

# The customer

Costcutter is one of Ireland's most respected and well-known retail groups. The chain was established in 2000 by its parent company, the Barry Group, and today operates more than 120 stores in the Costcutter franchise, including O'Brien's Costcutter in Cork.

# The challenge

Prior to working with the Sensormatic Solutions team, O'Brien's Costcutter did not have a refrigeration monitoring system for its in-store units. This not only presented food safety challenges but also a lack of efficiency and standardization. Staff had to manually record HACCP temperatures on paper twice a day, leading to a complex, error-prone process with a higher number of hours dedicated to manual tasks. Troublesome byproducts of the paper-based system included searching physical document folders for data and difficulty ensuring tasks were completed on time.

Additionally, it was difficult to quickly trace products through their in-store life cycle. A lack of remote access to data also impacted the retailer's ability to meet compliance standards. These unfortunate issues led to tedious, time-consuming in-house processes costing the organization an increasing amount of time and money. O'Brien's Costcutter needed help. Enter Sensormatic Solutions Digital Food Safety.

# The solutions

Sensormatic Solutions Digital Food Safety is an innovative digital compliance management solution that manages all aspects of food safety within a retail environment. With Sensormatic Solutions Digital Food Safety system, O'Brien's Costcutter quickly replaced pen-and-paper clipboards with digital tools to automate data monitoring, recording and reporting to ensure food is stored, prepared and consumed in a safe manner. The retailer's new end-to-end system includes software modules, mobile applications and state-of-the-art hardware.

**24/7 IoT** refrigeration monitoring: O'Brien's Costcutter relied on Sensormatic Solutions Food Safety 24/7 monitoring platform to protect food in its fridges and freezers. The system sends alerts to staff when they are both on and off-premises to provide immediate awareness to any problems. The alerts can be sent by SMS, email, push notification, and



*"Using Sensormatic Solutions Digital Food Safety system has resulted in cost savings for our business while encouraging staff to maintain compliance and keep up-to-date food safety records. We especially benefited from the automatic reminders."*

*Michelle O' Brien  
Managing Director  
O'Brien's Costcutter*

**Costcutter**  
Proud to be local

automated phone calls and include time delays for defrosting cycles.

**Customizable Module Builder:** The Digital Food Safety Module Builder allows the O'Brien's Costcutter team to create personalized food safety workflows configured to the facility's unique applications and food safety risks. From there, staff can track and monitor on-site processes such as traceability, cooking and delivery. The platform was also configured with scheduled tasks, which send automatic notifications to staff to remind them to complete important duties.



### Efficiency

#### Increased efficiency

Gone are the days of paper filing systems. With all information in one digital system, users can quickly and easily filter to a particular day, a specific module or search by product.



### Time

#### Significant reduction in the number of hours spent for daily checkpoints

Approximately 240 hours saved each year with manual processes.



### Compliance

#### Improved compliance

The Daily Sign Off feature provides managers with a simple and streamlined overview of all in-store activity. Armed with data, they can ensure all tasks are completed on time and correctly as well as analyze trends to make smarter business decisions.

## The positive results

These innovative and efficient digital solutions have brought real peace of mind to Sensormatic Solutions Digital Food Safety's valued customers. O'Brien's Costcutter is now in control of its food safety journey as it harnesses the power of a sophisticated yet easy-to-use platform to protect its products, customers and brand. In addition to meeting local food safety and compliance regulations, O'Brien's Costcutter has also increased productivity to free up staff to focus on other core areas of the business.

## Compliance

O'Brien's Costcutter is fully equipped to meet HACCP food compliance and safety standards. Managers can now easily trace products throughout the store's delivery, storage, cooking and cooling processes to ensure foodstuffs remain safe.

## Reduced stock loss

Thanks to 24/7 refrigeration monitoring and alarming, O'Brien's Costcutter has experienced a critical

reduction in stock loss through the prevention of damaged or spoiled food.

## Increased productivity and efficiency

The number of hours O'Brien's Costcutter previously spent manually recording HACCP temperatures has been trimmed significantly. Today, managers can review all in-store activity and sign off knowing their food is safe and secure. The team also has access to vital data should they need to quickly retrieve it in the event of a food safety audits or investigative incident. Furthermore, remote access to data has been crucial during the COVID-19 pandemic as management navigated new working conditions.

The easy-to-use Sensormatic Solutions Digital Food Safety platform keeps the user at the forefront to create a simple and effective experience for all stakeholders—from the food safety compliance department to store team members. This all adds up to improved food safety compliance, increased efficiency, and smoother day-to-day operations that have prepared the O'Brien's Costcutter team for the next generation of food retail.

Learn how Sensormatic Solutions Digital Food Safety can help you achieve food safety compliance, protect your assets and increase your productivity. Schedule a demo today at [www.sensormatic.com](http://www.sensormatic.com)

## About Johnson Controls

At Johnson Controls, we transform the environments where people live, work, learn, and play. From optimizing building performance to improving safety and enhancing comfort, we drive the outcomes that matter most. We deliver our promise in industries such as healthcare, education, data centers, and manufacturing. With a global team of more than 117,000 experts in over 150 countries and more than 130 years of innovation experience, we are the power behind our customers' mission. Our leading portfolio of building technology and solutions includes some of the most trusted names in the industry, such as Tyco®, YORK®, Metasys®, Ruskin®, Titus®, Frick®, Sabroe®, Simplex®, and Grinnell®.

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## About Sensormatic Solutions

Sensormatic Solutions is the leading global retail solutions portfolio of Johnson Controls powering operational excellence at scale and enabling smart and connected shopper engagement. Our intelligent digital operating platform – Sensormatic IQ – combines the full Sensormatic Solutions portfolio, including unmatched insights into retail inventory, shopper behavior, and loss prevention and liability, and Retailer and third-party solutions with advanced technologies, like AI and Machine Learning. This enables retailers to act on prescriptive, data-driven outcomes and confidently move into the future. Our retail portfolio features the premier Sensormatic, ShopperTrak and TrueVUE brands.

For more information, visit [www.sensormatic.com](http://www.sensormatic.com) or follow us on [LinkedIn](https://www.linkedin.com/company/sensormatic), [Twitter](https://twitter.com/sensormatic), and our [YouTube channel](https://www.youtube.com/channel/UC8wv8v8v8v8v8v8v8v8v8v8).

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