ECOENERGY
INSIGHTS

Sapphire Foods leveraged a data driven approach to manage their Pizza Hut restaurants

Transformed operations, enhanced customer experience and saved energy with a comprehensive program.

The Client

Sapphire Foods India Pvt. Ltd. (Sapphire Foods) operates over 700 restaurants, including Pizza Hut, across India, Sri Lanka and the Maldives.

The Challenge

As an operator of Pizza Hut, Sapphire Foods consistently strives to deliver the experience promised by the brand. A significant portion of the company's operating expenses was their energy spend. The energy demand created through heating, cooling, and lighting along with utilities required to run the cooking equipment, contributes significantly to the cost of operating the restaurants. Sapphire Foods aimed to reduce their energy spend while maintaining excellence in food quality and enhancing customer satisfaction across its restaurant network. They believed that using a data-driven approach to manage equipment and operations could improve the restaurant network's energy efficiency and help in achieving their other objectives.

The Solution

In 2017, Sapphire Foods engaged EcoEnergy Insights to benefit from the Internet of Things (IoT) and cloud-based analytics focused Connected Restaurant Program. In the first phase, data was collected on equipment like HVAC, lighting, Walk-in Chiller (WIC), make-line and other infrastructure. The analysis of this data based on historical energy usage helped identify appropriate restaurant specific energy-saving strategies. The next phase saw the secure integration of a restaurant network with the CORTIX™ platform. The platform collected and analyzed the vast amount of data from each restaurant's equipment including sensors, controllers and energy meters. The platform uses advanced analytical models and correlation logic to provide actionable insights on the restaurant's equipment performance. The insights drove continuous improvement in energy savings, food safety compliance, equipment performance, capacity planning and schedule optimization.

Additionally, the restaurant managers were preemptively supported by a BluEdge™ Command Center - a team of domain experts and data scientists who collate, classify and interpret
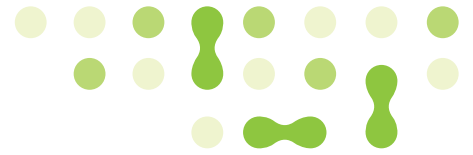
insights from the CORTIX platform to identify trends and requisite interventions, define action plans and ensure their completion in a timely manner. The Command Center acted as a one-stop support hub to restaurant teams, ensuring that the information provided to the restaurant staff was easy to understand and use without being overwhelmed. Restaurant managers readily accessed the insights from the platform through an easy-to-use intuitive dashboard. They could view and download reports on energy consumption, thermal compliance, food safety compliance and equipment performance. Functions such as deviation management, policy compliances, proactive detections, equipment lifecycle enhancement, and food safety have been crucial in delivering value over the past few years. The program also offers continuous training and creates awareness about the best practices for the restaurant staff.

The Result

The Connected Restaurant Program continues to focus on areas of energy efficiency, guest comfort, hazard analysis and critical control points (HACCP).

Key results delivered for over 70 restaurants, as on March 2023:

- Over 14% average energy savings delivered since deploying the program, across the entire portfolio of sites.

- An average 20% improvement in guest area temperature compliance for the 12-month period of April 2022 to March 2023, over baseline period in 2021.

- An average 6% improvement in walk-in cooler temperature compliance for the 12-month period of April 2022 to March 2023, over baseline period in 2021.

"This program enabled us to do more than reduce costs. The actionable insights and remote support we received on aspects like equipment health and temperature deviations, enabled us to improve employee and customer experience. The remote monitoring of equipment health and the remote management for refrigeration and HVAC units helped avoid equipment downtime and increased equipment life. This was particularly useful in avoiding energy and food wastage."

Vikrant Vohra
Chief Operating Officer – Pizza Hut at Sapphire Foods India Pvt. Ltd.

Write to us at **info.ecoenergy@carrier.com** and elevate your business now.

About EcoEnergy Insights

EcoEnergy Insights is a leading provider of AI and IoT-enabled solutions to digitally transform building and equipment operations. Their CORTIX™ platform collects data from multiple sources, analyzes it, acts on defined deviations autonomously and offers predictive actionable insights. The platform, combined with expert human analytics, has been delivering award-winning outcomes in comfort, maintenance and energy efficiency across multiple industries such as retail, hospitality and banking. EcoEnergy Insights is a part of Carrier Global Corporation, global leader in intelligent climate and energy solutions that matter for people and our planet for generations to come.

For more information on EcoEnergy Insights and the CORTIX™ platform, visit ecoenergyinsights.com and cortix.ai.