

Case Study



A large foodservice company transformed the restaurant operations of its pizza chain.

Improved energy efficiency and enhanced customer experience across over 1,500 restaurants.



The Customer

A franchisee of a global pizza chain in South Asia. They have a network spanning over 1,800 pizza restaurants across 393 cities in India.

The Challenge

The foodservice company intended to improve energy efficiency, food safety, equipment performance, and customer experience across restaurants.

Restaurants are highly energy-intensive, and rising energy and labor costs pose further challenges. Costs are challenging to control because of the small size of these restaurants and because they are spread across an extremely large geographic expanse. The energy demand created through heating, cooling, lighting, and the utilities required to run cooking equipment, contributed significantly to the energy spend. The energy spend made up for a significant portion of the company's operating expenses. To minimize its energy wastage and reduce operational costs, without hampering the occupant comfort, the customer decided to implement Carrier Abound's Connected Restaurant Program.

The Solution

Carrier Abound deployed the program at 400 restaurants initially, which later was scaled up to cover 1500 restaurants across India. The program utilized the Abound™ Insights platform to identify opportunities to improve operations and reduce costs, thereby conserving energy. Carrier Abound liaised with the client's technical team to understand the store equipment through data. Data was collected on restaurant equipment like HVAC, lighting, walk-in-chiller (WIC), makeline, other infrastructure (laptops, computers, printers, ovens, geysers, etc.) and other miscellaneous equipment.

This vast amount of data from each restaurant's equipment including sensors, controllers, energy meters, and systems at the stores was fed to the Abound Insights platform. The platform provided actionable insights on three aspects of the restaurants' equipment performance - health, availability, and efficiency.

Restaurant managers were proactively supported by our 24/7 Carrier Customer Command Centers to manage their operations and equipment. The command centers has teams of data scientists and domain experts who collate and interpret the insights from the Abound Insights platform, identify further trends and requisite interventions, define action plans and ensure their completion in a timely manner. The team discovered energy wastage scenarios and then prepared restaurant-specific energy-saving strategies and energy conservation measures. They ensured that the predictive insights were deployed to proactively intervene before any issues arose. These actionable intelligent insights were also made available to the client's operations team through an easy-to-use intuitive dashboard.

The Result

As of 2023, this 7-year services program focused on uncovering savings opportunities as well as sustaining the savings. Focusing on areas such as Energy Efficiency, Guest Comfort, Hazard Analysis and Critical Control Points (HACCP) Deviation Management, Policy Compliances, Proactive Detections, Equipment Lifecycle Enhancement, and Food Safety was crucial in delivering value for several years.

The Connected Restaurant Program helped address the challenges of managing the quick service restaurants in India with some notable results being:

- i. 30 million kWh has been saved for the organization since the launch of the program. The savings delivered every year grew as well. This is evidenced by an improvement of 91.7% in the energy savings delivered in the recent most year which was 9.2% versus the first year of the project which was 4.8%
- ii. On average, over USD 900 was saved per restaurant, per year. This improved the profitability of the connected restaurants
- iii. An 82% improvement in temperature compliance in the dining areas, improving guest comfort
- iv. A 23% improvement in temperature compliance in the walk-in-chillers, improving food storage
- v. A 37% improvement in temperature compliance in the makelines, aiding food preparation

Calculated based on the average savings per site and the exchange rate during the given time period.

Write to us at abound@carrier.com for more on how we can help your company achieve its business and sustainability goals.

About Carrier Abound

Carrier Abound provides digitally connected lifecycle solutions and services for diverse building portfolios. The solutions and services enable building management to see deeply and broadly across their assets, prioritize and act on real-time insights, and refine, adapt, and scale on a continual basis to improve energy efficiency and asset performance, enhance occupant comfort and productivity, and streamline compliance reporting. Carrier Abound is part of Carrier Global Corporation, global leader in intelligent climate and energy solutions.

For more information, please visit abound.carrier.com and join the conversation on [LinkedIn](#).

