

## OnProcess Keeps Hospitality Equipment Running and Customers Dining

When hospitality is your business, food is money. And the equipment that stores it, cooks it and preserves it can make or break your livelihood.

As you know all too well, when refrigeration failures cause spoilage, you lose money on emergency repurchases and run the risk of compromising health safety. When freezers, ovens or soda machines go down, you can't sell your goods or hit daily revenue numbers. When consumers don't get the service or quality food they expect, they shout their displeasure on social media, causing other patrons to eat and shop elsewhere.

So, keeping equipment running and fixing failures asap are paramount. But many businesses find it hard to do in timely and cost-effective ways. Why? Take your pick:

- Customer service representatives dispatch technicians without trying faster remote fixes first.
- The right technicians aren't available and, even if they are, don't have the right spare parts on their trucks.
- Dispatchers don't consistently follow-up to make sure technicians arrive on time and successfully complete jobs.
- Service representatives didn't, or weren't able to, check if warranties are in effect, surprising you with expenses after-the fact.
- Money is wasted on duplicate orders and redundant truck rolls that happen when shifts change and incoming managers don't know service orders have already been called in.

### The OnProcess Advantage

OnProcess Technology alleviates food equipment problems, improves repairs and accelerates service events, saving you substantial money and time—not to mention headaches—and helping preserve your brand.

We leverage two decades of service event experience, advanced analytics expertise and insights gained from helping many of the world's leading brands transform operations and improve outcomes. We apply all this to your business via a highly optimized managed service that leverages OPTvision, our proprietary real-time analytics and visibility platform, and works with your Computer Maintenance Management System (CMMS), to cover the entire service event and its aftermath. This includes everything from triaging calls, level 0/1 helpdesk, warranty assessment, and technician/parts dispatch, through follow-up, event closure and sending broken parts where they need to go.





## Results You Can Bank On

### *Boost Equipment Uptime*

By analyzing preventative maintenance records and historical information on product failures, we can predict failures before they occur and send replacement parts in advance so your equipment doesn't break down.

If your products have embedded sensors, we'll analyze machine signals in real-time to pinpoint root causes. This enables us to fix more problems remotely or, if they require on-site visits, send the right technicians with the right replacement parts. Either way, problems get resolved faster.

A leading restaurant chain client had 80% of their issues resolved on the first call, which led to a 75% improvement in turnaround time, from dispatch to resolution.

### *Save Money*

You can spend less on food, fixes and truck rolls. With equipment downtime minimized, you'll have less food spoilage and fewer goods to repurchase. With more remote and first-call fixes, there's less need for additional, costly on-site and out-of-warranty visits. And because OnProcess closely monitors all work orders, we'll catch and eliminate duplicate service calls before they can be processed as separate events requiring separate technician visits.

We even track equipment maintenance records so that, when emergency calls come in, we can have field technicians not only fix the failed equipment, but also perform upcoming maintenance on other equipment so they don't have to return to that site in a month or two to meet the SLA.

A fast food client cut duplicate work orders in half—from approximately 2,000 to 1,000 per week—while another hospitality client reduced repeat truck rolls by 6%.

### *Improve Customer Experience*

With essential food-delivery equipment up and running, you can deliver the service and safety customers expect. They can order the food that's on the menu, get the soft drinks they want and have a quality experience.

A client who saw their Net Promoter Score increase by 9% experienced first-hand the impact of our accelerated, enhanced service event management.

### *Ease Equipment Returns*

We make sure you're not burdened by figuring out what to do with replaced parts. Using a decision tree based on business rules that trigger next-step actions, we'll either send them for scrap or recycling, or ship them back to the OEM for repair using the most cost-effective means.

To learn how OnProcess can help keep your equipment running and customers dining, contact us at [sales@onprocess.com](mailto:sales@onprocess.com), **508-623-0810**, **The Netherlands +31 (0)20 2184623** or visit [www.onprocess.com](http://www.onprocess.com).

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