



STRENGTHENING ASSET MONITORING, PREVENTATIVE MAINTENANCE, AND REGULATORY COMPLIANCE



Watch the Co-operative Group share their journey to success on accruent.com

WATCH THE VIDEO ►

INDUSTRY

Retail

ACCRUENT SOLUTIONS

vx Maintain - Facility & Asset Management

vx Observe - IoT-Based Remote Monitoring

“By automating and streamlining our invoice validation process, Accruent has helped us save 5% in total maintenance spend.”

- Ian Smithyman, Head of Contract Management and Service Improvement

2,500+

FOOD
STORES

#1

IN THE UK
FUNERAL MARKET

£9.5B

ANNUAL
REVENUE

5.2M

ACTIVE
MEMBERS

THE COMPANY

One of the world's largest consumer co-operatives and owned by millions of members, the Co-operative Group (Co-op) is the United Kingdom's sixth biggest food retailer, with more than 2,500 local, convenience and medium-sized stores. The organization is also the UK's number one funeral services provider, a major general insurer, and a growing legal services business.

THE CHALLENGE

Convenience retailing in the UK is a highly competitive market. Before using Accruent solutions, the Co-op was unable to deliver to the same standards and cost model as its competitors because its system was inefficient, logistically difficult, and costly:

- Preventative maintenance management was dispersed among four external providers
- 11 different compliance systems meant convoluted legal compliance
- Bundled invoicing in large amounts caused a lack of data transparency
- Manual cabinet monitoring led to wasted employee hours and food spoilage

THE SOLUTION

The Co-op selected vx Maintain to address the group's maintenance and work order management needs, and vx Observe for remote monitoring of its refrigeration assets.

- Shift from time-based to condition-based activity, the most efficient way of maintaining assets
- Granular data on 600,000 assets to inform asset maintenance over its lifecycle
- Critical issues raised automatically by the system and managed to resolution

“With vx Maintain, we now understand how much it costs us to maintain an asset during its lifecycle so we can determine if we want to extend its life or replace it ahead of schedule.”

– Ed James, Central Services Performance Manager

THE RESULTS

The use of the Accruent solution enabled the Co-op to free up colleague time in its stores, move the decision-making process to an automatic one, and to utilize the benefits of a technical service bureau to resolve technical issues.

Better data insight and connected facilities drive efficiency, providing the critical information the Co-op requires to make decisions that will improve the business for the future.

“Before vx Observe, a store colleague would have to raise every single job. Now about 20% of jobs are raised automatically, making their jobs easier and allowing them more time with their customers.”

– Ian Smithyman, Head of Contract Management and Service Improvement



- Maintenance cost visibility
- PPM compliance increased to 95%+ certainty
- 33% reduction in service providers
- 5% savings through invoice and maintenance streamlining
- Reduced food wastage
- 99.8% asset availability