

Cold chain confidence: powering retail's critical moments

The floors have been polished, the surfaces wiped and the supermarket or warehouse safely locked for the night. Then something apparently unpredictable happens. When colleagues arrive for the morning shift, they find the freezers have failed.

In food retail, refrigeration is where a quiet fault becomes an expensive one. It means perishable stock being written off, a food safety risk and lost trade. Reactive fixes can take several hours, with the negative impact increasing as time goes on. So, simply waiting for a cold chain failure is the most costly strategy.

However, the seeming lack of predictability isn't really a given.

Many leading retail organisations are discovering the power of remote monitoring.

This flags potential cold chain failures before they occur. It means assets can be fixed with little to no interruption, saving stock as well as margins, and maintaining convenience and customer experience.

Discover how you can be cold chain confident

Gain a clearer picture of your estate, practical recommendations and greater confidence that your cold chain is protected, day and night. With support from Mitie's refrigeration specialist, Forest Group, you get:



Live cold chain tracking so performance anomalies can be quickly addressed



Improved first-time fixes thanks to Technical Services Operations Centre (TSOC) capability



Up to 15% reduction in maintenance requirements through a predictive approach



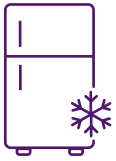
Enhanced convenience and experience



Reduced wasted energy, as systems developing a fault almost always use more energy before failure, meaning early prediction and action can cut avoidable consumption

4 critical steps for retail cold chain resilience

Mitie's four-step approach helps avoid serious breakdowns, minimising consequences and giving confidence that the cold chain will remain intact.



01. Track every fridge and freezer live

Essential cold chain equipment forms part of the 180,000 assets linked to our TSOC. Performance is recorded and analysed to ensure everything functions within normal parameters.



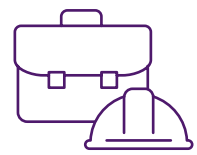
02. Spot the drift before the failure

Any changes to operating conditions are flagged well ahead of service being interrupted. This gives retail organisations a headstart, enabling predictive, condition-based maintenance that safeguards seamless operations.



03. Fix remotely when possible

Many issues can be resolved remotely via the TSOC, reducing the need for unnecessary disruption and helping maintain continuity across the estate.



04. Get the right specialist on site

When a callout is unavoidable, experts can identify and repair the underlying fault, not just the immediate symptom. That means issues are dealt with properly first time, helping prevent repeat disruption, protect asset longevity and reduce the risk of further damage.

About Forest Group

Forest Group, part of Mitie, has over 40 years' experience in refrigeration across a wide range of sectors. The specialist organisation forms part of Mitie's Technical Services division, which has 7,000 engineers and operatives covering every UK postcode.

Ready to be cold chain confident?

Find out what retail facilities management from Mitie can do for your organisation:

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Find out more about how Mitie powers retail's critical moments at

mitie.com/retail

