



Connected devices used to improve food safety SaaS company operations & increase efficiency

A case study showcasing MobilityCG's partnership with a world leader in Food Safety Technology and Automation.

At a glance

Our procurement process successfully lowered hardware costs by 4% per device. Additional cost savings were achieved through a strategic warranty program, and our repair and exchange management solution alleviated significant operational constraints freeing up customer resources.

Key metrics

Improved efficiencies across the device procurement and management program helped the customer streamline operating procedures enabling them to scale significantly.



30
Countries scaled world-wide



2+ BILLION
Data points collected



15+ MILLION
Corrective actions taken

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CEO

Mobility CG's relationships with manufacturers have allowed them to quickly and consistently source and deliver any number of tablets we need. This has allowed us to deliver our tech to the forefront of the food industry, transforming how we and our customers operate. We couldn't do it without MCG.

CHALLENGES

Our customer is a world-leading software and technology provider whose products and services enable food service companies to boost productivity and gain efficiencies, but couldn't scale without a more efficient and cost-effective device procurement and repair strategy. Device downtime and warranty claim management bottlenecks created operational deficiencies for them and the end customer.

SOLUTIONS

MCG leveraged bulk purchasing power to drive down device costs and instituted a warranty repair and exchange program to fully manage the customer's device brake-fix process. Thousands of food service chains across the US could hand off warranty claim management to us allowing for faster repairs and advanced shipment to keep operations moving eliminating costly downtime.



Verified food safety data



Enhanced system innovation



Increased business development

BENEFITS

1

Food safety compliance through continuous monitoring

Improved food safety compliance capabilities for the end customer by building a wireless connectivity structure to proactively address challenges with versatile technology, including food temperature monitoring and recording.

2

Enhanced system innovation

Alleviated technical constraints led to focused attention on innovation and enhancing customers' experience resulting in patented, award-winning software products.

3

Increased marquee business

Mobility CG's network of partners generated introductions to new business development opportunities in marquee markets.