

Waitrose, John Lewis

The Waitrose John Lewis Partnership is widely acknowledged as one of the UK's most successful and respected retail groups. They are a market leader in the premium sector with more than 400 stores and serving of millions of customers every week. As a business, the Partnership's shops and branches are focussed on the overall customer experience. Their building and energy management initiatives, devised over the John Lewis Partnership estate which includes 357 Waitrose branches and 38 John Lewis stores.



“ Checkit have worked with the John Lewis Partnership for 24 years. They have matured as a company as we have grown our estate looking after our branches refrigeration, heating & ventilation systems, energy and building energy management systems. Continually pushing innovation ensuring that we remain on the leading edge of technology ensuring that we provide our branches with the best service possible. ”

Jim Burnett Engineering Manager John Lewis Partnership



Mitigated stock loss – £1.48m

Continual monitoring of stock temperature, case temperatures and case operating modes mitigates likelihood of stock loss



Reduced engineering call outs

£600k per annum – remote alarm triage eliminates store investigation time and reduces reactionary call outs



Reduced trading loss

>99.37% Asset Availability – continual monitoring of case performance facilitates early identification of issues and expedites stock relocation to minimise sales impact



Reduced maintenance costs

£650k per annum – trend analysis of case performance drives condition based maintenance rather than time based



Eliminate abortive call outs

£350k per annum – remote alarm diagnosis prevents abortive call outs and increases first fix rates



Minimise reputational risk

Independent, audit quality data provides reputation protection in the event of a food hygiene event



Reduce store energy intensity

£1.5m per annum – identify and prove the impact of energy initiatives and eliminate drift from defined profile





Delivered numerous store upgrades and remodels

- 1992** Secured refrigeration monitoring and BEMS maintenance contract for Waitrose estate
- 1995** Introduced site-based web graphical user interfaces (GUI) for Waitrose
- 1997** Introduced automated site-based food hygiene reporting for EHO
- 2000** Appointed as preferred partner for new stores, store development and acquisitions
- 2001** Implemented IP connectivity via JLP infrastructure, remote hosting of store performance data introduced retail analytics
- 2003** Introduction of web-based GUI for Waitrose
- 2005** Delivered first John Lewis fully integrated web-based GUI
- 2007** Established estate wide standards and implemented an insight monitoring solution and performance optimisation
- 2010** Integrated energy monitoring across entire JLP estate (Waitrose, John Lewis) and non trading assets
- 2012** Secured John Lewis estate wide BMS maintenance contract including Bracknell HQ and distribution centres
- 2014** Implemented technical response team (TRT) to manage critical refrigeration events and contractor responses
- 2015** Introduced web-based performance dashboards encompassing refrigeration, HVAC and energy management
- 2018** Secured energy consultancy contract for John Lewis Estate

Involved in capital investment and development plans resulting in a doubling in the size of the JLP estate

Laying the Foundations for Estate Wide Performance

Monitoring and Control

Prior to 2000, Checkit were simply monitoring buildings for selected locations within the Waitrose estate, and performance data was provided by way of regular printed reports and ad hoc spreadsheets post event.

In 2001, remote connectivity to each building was achieved via 56k dial up modem. This enabled two way communication between Checkit Remote Support Centre and each site, integrating monitoring and remote intervention across all building services including HVAC, Lighting, Refrigeration and Energy Monitoring. The monitoring of individual plant performance emerged as a key management tool for contractors and JLP engineers and facilitated real time 'availability' measurement to be introduced for all refrigerated cases.

Analytical Granularity Accrues with Critical Mass

In 2005, JLP made a major investment in cloud and IP technology for EPOS and IT systems, to improve their market competitiveness. This commercially-driven decision provided the perfect platform to facilitate alarming and monitoring in real time and inspired the joint development of a genuinely innovative retail energy management programme by Checkit Systems and JLP Engineering team.

Stores were upgraded one by one across the estate empowering a level of benchmarking never possible before including site by site comparison, plant, manufacturer and service provider performance was all tracked and analysed to create improvement and savings.



Implementing and Maintaining Estate

In an initiative designed to eliminate store led deviations from the estate standards, all site based PCs were removed and a technology independent, web based graphical user interface was implemented by Checkit.

The ability to change performance parameters was limited to certain key engineering personnel and all stores revert to the estates standard at 2am every morning. This eliminates operational and energy performance drift. As a by product, this move freed up IT resources and removed the need for expensive and time-consuming backups, software version control or anti-virus software.



In 2013, with the whole Waitrose and John Lewis property portfolio covered by real-time monitoring and alarming, the drive was to create a proactive store management platform with the same level of granularity as business retail metrics and integrated into a single pool of meaningful actionable management information.

The platform was to monitor asset performance continuously and to segment activities and functions at estate, region, and store level. The monitoring and alarming of refrigeration systems is a significant factor in measuring case 'availability' in store. This is a key performance indicator that affects both customer satisfaction as a well as store level margins as if a refrigerated case is unavailable, this limits the product stock available for purchase, reducing consumer choice and impacting revenue streams.

The platform was able to analyse potential issues, model and recommend solutions, based on identified weaknesses, ahead of costs being incurred.

Now with a single addressable data set spanning the whole customer-facing retail environment, from buildings, plant and merchandising, retail and energy management were able to make informed decisions that reduced costs, increased margins and maintained or even improved the customer experience. This approach explains The Partnerships high level of market performance when other large retailers have been under increasing pressure over the past five years.






Instead of harvesting data and having it analysed by the provider and presented as a report and/or spreadsheet, Checkit have developed a suite of web based dashboards that allow managers, at a wide variety of function and seniority, to view performance at multiple levels in real time.

“ Checkit have supported Waitrose and John Lewis for the past 25 years by ensuring our refrigeration equipment and buildings are monitored and managed efficiently.

Checkit 24hour Remote Bureau, Technical Response Team and intuitive Dashboards provide our Branch Partners,

Central Maintenance Teams and Servicing Contractors the information they need to ensure that the refrigeration equipment is at its maximum availability.

Always professional, easy to do business with and a can do attitude, we would happily recommend Checkit to anyone requiring a remote monitoring and support service”
Danny Ryan, Waitrose Refrigeration Manager.

These performance dashboards show the estate performance in real time including case availability, environmental conditions, energy profiles and key specialist contractor performance. The platform empowers JLP management with the most detailed profile of the retail environment even seen. 

“ We have worked continually with Checkit over the last 15 years in a number of varying roles.

They have always provided insightful and solutions driven outcomes for all their clients maintaining at all times a real ‘can do’ attitude.

Their ability to attract and retain knowledgeable staff is a real strength and they always seem to have their clients best interests front and centre of all their activity. I would have pleasure in recommending Checkit to any business that needs support with the management and optimisation of their facilities.
Colin Hawes, Oaksmere Design.

About Checkit

Checkit optimizes the performance of people, processes and physical assets with connected digital solutions. Our real-time workflow, monitoring and analytics services enable safe and productive work, efficient operations and data-driven insight to continually improve performance in large, complex organisations.



Contact

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We streamline the work of frontline teams with Connected Workflow Management; protect critical assets with Connected Automated Monitoring and maximize building performance with Connected Building Management.

For over a decade, Checkit has been working with leaders, operational heads and frontline workers in retail, healthcare, life sciences, facilities management, catering, education, manufacturing, hospitality and commercial property.

Checkit is headquartered in Cambridge, UK, with its operations centre in Fleet, UK. The company has over 170 employees.