

ProAct™ Connect+ Enterprise Management Software

Seamlessly connect and actively manage your multi-site food retail operations



By Ron Chapek
Director of Product Marketing
Emerson



The new era of food retail requires a toolset of robust technologies with demonstrable ROI and an experienced partner to navigate this rapidly changing landscape.



Today's supermarket, restaurant and convenience store operators face an increasingly complex retail environment. As consumers demand premium food quality, variety and convenience, retailers need tools that can help them quickly adapt to emerging trends and provide exceptional, consistent shopping experiences — both in individual stores and across their multi-site networks.

At the same time, technology is permeating nearly every facet of retail operation. Companies are feeling the pressure to invest in new technologies to support e-commerce business models and streamline management strategies using the internet of things (IoT). But this is unfamiliar territory, and many are unsure of how they can achieve a return on their technology investments.

This new era of food retail requires a toolset of robust technologies with demonstrable ROI and an experienced partner to navigate this rapidly changing landscape. That's why Emerson is building upon its site manager legacy software to introduce our next-generation ProAct™ Connect+ Enterprise Software.

Connect+ provides near real-time access to critical information to help retailers immediately track, triage and quickly respond to issues across their multi-site network. Backed by Emerson's deep domain expertise in refrigeration components and systems, control devices, IoT, facility management and data analytics,

Connect+ helps multi-site retailers achieve their critical business objectives faster, with less risk and from a centralized, remote location.

Elevate the customer experience

Consumer expectations today are higher than ever before. One sub-par experience at your grocery store or restaurant can potentially be enough to permanently tarnish your reputation in customers' eyes. Consistent high-quality food offerings, a comfortable in-store environment and a pleasurable shopping experience are some essential elements for driving brand loyalty. Retailers who can provide these service levels can achieve competitive differentiation and be rewarded with an ever-expanding base of loyal customers.

But doing so also means addressing a growing list of operational concerns:

- Preserving food quality while meeting food safety compliance
- Finding and retaining qualified technicians and employees
- Meeting sustainability and energy management objectives
- Adapting to the quickly evolving technological landscape
- Succeeding in the omnichannel arena
- Securing proprietary data in connected environments

The Connect+ software platform helps supermarkets, convenience stores and restaurants take control of their individual facilities and multi-site enterprises. Paired with our robust portfolio of refrigeration and facility management components and systems, we provide seamless system integration to help optimize many aspects of your operations. By connecting devices and controllers to the cloud for comprehensive data management and analytics, we're providing the architecture, information and intelligence to help operators address today's challenges while scaling to meet tomorrow's demands.

Core modules address critical operational challenges

Connect+ is designed with core modules and robust applications to help key stakeholders throughout your organization. Whether you're a C-suite officer, facility manager, maintenance lead, data scientist, food safety administrator or IT manager, Connect+ is a scalable, customizable and robust software toolset designed to help you significantly improve operational efficiencies and help protect your brand reputation.



Service technicians benefit from direct, single-click access to supervisory controls from Connect+.

Fast, friendly, flexible and secure



Connect+ makes it easy for retailers to manage the tasks that matter most in their operations, without placing their potentially sensitive information at risk.

Expanded site connections: push updates to hundreds or thousands of sites in hours instead of days, saving labor, time and expenses while allowing resources to focus on important store initiatives or customer service.

Faster, real-time performance: access and review live data in near real time for prompt triage and issue analysis.

Improved alarm visibility: navigate to active critical alarms in a single click for fast triaging and resolution.

Color-coded network map: quickly evaluate system and asset performance of your multi-site enterprise in a familiar map view.

Data grid usability: identify issues that need immediate attention through conditional color coding to improve operational efficiencies and reduce unnecessary truck rolls.

Intuitive enterprise navigation: locate functions you use most frequently via easily accessible navigation and an icon-based interface.

System security and recovery: enhanced "end-to-end" security through advanced user authentication and device provisioning; LDAP compliance.

Connect+ provides near real-time access to the critical information you need to help immediately track, triage and quickly respond to issues across your multi-site enterprise. Through protected data acquisition, storage and aggregation, Connect+ enables fast analysis of current connected enterprise conditions and historical comparisons for deep business insights. Regardless of your role, Connect+ delivers relevant, contextual information to you in an intuitive, icon-based graphical interface.

Connect+ enables robust multi-site optimization through these key functions:

- **Advisory Management:** alerts enterprise and facility managers of any issues and helps them to quickly view, triage and respond to issues that could impact their operations.
- **Data Acquisition:** provides protected data acquisition, storage and aggregation.
- **System Management:** help monitor, manage and optimize performance in key facilities, including refrigeration, HVAC and lighting.
- **Setpoint Management:** ensure setpoint optimization long after the commissioning process to help drive energy efficiency and maximize food quality.
- **Condition-based Maintenance:** improve the effectiveness of maintenance teams through near real-time and historic analyses of equipment performance trends; help detect potential issues before they can impact operations.
- **Food Quality Reports:** automate reporting in support of HACCP food safety documentation requirements, help operators ensure consistent food quality for your customers, and help prevent food spoilage and loss.
- **Energy Management:** help optimize energy consumption in systems and facilities to drive incremental savings across the enterprise.

Partner with the experts



When you deploy Connect+ in your multi-site retail enterprise, you're not only building a foundation for continuous improvement; you're also partnering with industry experts in refrigeration, facility optimization and energy management. Today, we're working with leading retailers to help them build out their IoT infrastructures and derive maximum value from the actionable data that Connect+ provides. As we continue to leverage our deep domain knowledge to create machine learning algorithms, this foundation will deliver transformative operational insights in the future.

Contact us to learn more about Connect+ and how we can help you build a foundation for operational excellence.