
Remote monitoring brings peace of mind for food retailers - Viessmann introduces a new remote monitoring tool

- **Tec2Track technology helps to monitor and develop retailers' daily operations**
- **Scalable from a single store to a whole network of stores**
- **Tracking of temperatures and ease of reporting**
- **Improving energy efficiency with the use of data**
- **Alarms for preventive maintenance**
- **Adaptable interface for different user groups**

Düsseldorf, 16 February 2020 – Information and data help to drive efficiency and improve lifetime operations. Food retailers need to report on and monitor food hygiene, for example by tracking temperature levels, but they also need to ensure that operations run smoothly without risks that can cause big losses. At the EuroShop 2020 trade show, Viessmann Refrigeration Solutions is presenting a new remote monitoring tool, which helps to track daily operations and use the data to develop operations further.

Tec2Track independent of controller suppliers

Tec2Track is a new remote monitoring tool, which is **independent of controller suppliers**. It communicates with any controller by Modbus communication, making it suitable for existing stores, retrofits or new stores.

This new remote monitoring tool is **scalable** from small convenience stores or petrol stations to large supermarkets. It can be connected with any system. If it is unable to communicate with the controller in the unit, all it needs are Viessmann **Monitro sensors** inside the refrigerated cabinets or cold rooms and the **gateway** in the store. Sensors can be retrofitted to any product or directly to Viessmann products at the factory.

Tec2Track enables food retailers and service providers to monitor either a **single store**, or even a single cabinet if needed, up to a full **network of stores**. Depending on the customer expectations and user profile, the tool can also be customised and adapted for future use.

Connecting data points from food retail operations

Tec2Track gives a **full overview** of refrigeration systems and cabinets, but in addition it can be connected to monitor ventilation system, lighting, access control and other facility management operations. In other words, it covers everything from **temperature and energy monitoring to HVAC and management system monitoring for an entire building**.

Ease of daily work and saving costs

As the data from the store is available online, the users can use it to **optimise the store operations** further. For example, energy use can be optimised or reduced with the correct data. More important, Tec2Track sends alarms about system failures, which enable **preventive maintenance**, either on-site or remotely, to take place before major damage occurs. This alone can save a lot of money and extra work.

For food safety compliance, Tec2Track **monitors the temperatures** and sends alarms if needed. It also provides reports needed for HACCP compliance, facilitating **reporting** work for store managers.

Easy user interface based on the profile

Once the gateway and Monitro sensors have been installed, the user interface for the customer is created online. Depending on the customer, Viessmann defines different user profiles. For example, service technicians can receive different information to store managers. This way, the Tec2Track online user interface only gives data that is relevant to the individual user. All the customer needs is a laptop and the system is ready to go.

Delivering refrigeration solutions

Tec2Track development is another example of how Viessmann Refrigeration Solutions is growing its full-service portfolio and being a true refrigeration solutions provider. “In recent years, Viessmann has invested in developing its own service business and in deepening cooperation with our service partner network. We are continuing to do this, and developing our own remote monitoring tool will give our customers an even better service level in the future and our partners even better tools,” says **Frank Winters**, CEO of Viessmann Refrigeration Solutions.

Tec2Track remote monitoring tool is being introduced at the EuroShop exhibition in February 2020 and will be available for customers during this year.

About Viessmann:

The Viessmann Group is one of the leading international manufacturers of heating, industrial, and refrigeration solutions. This family enterprise was founded in 1917, has 12,000 employees, and the group’s turnover amounts to €2.5 billion.

Viessmann Refrigeration Solutions is one of the leading European manufacturers of commercial refrigeration and clean room solutions, renowned for their energy efficiency, sustainability, ease of use and maintenance. Viessmann's refrigeration product and service portfolio includes refrigerated cabinets, refrigeration systems, cold and clean room solutions, accessories and related services. Viessmann refrigeration solutions employs nearly 1,500 refrigeration professionals in Europe.

The products are manufactured at Viessmann factories in Germany and Finland and are represented by local sales offices in 18 countries, backed up by an extensive network of partner companies.

www.cooling.viessmann.com

Info:

Jaana Tiura, Marketing Director, Viessmann Refrigeration Solutions,
T: +358 50 5988739, E: tiuj@viessmann.com