



# Dominó Fuente de Soda - Case Study

## Johnson Controls Mid-Market Digital Platform

### Driving Efficiency & Cost Effectiveness at a Quick Serve Restaurant

When Dominó Fuente de Soda was founded as a family-owned company in 1952, it started a culinary tradition that continues today. Through the past 60 years of operation and significant growth, Dominó has established itself as one of the most recognized food businesses in Chile. Dominó currently operates a series of fast, casual restaurants under three brands: Dominó, Fuente Chilena, and Pardos. The restaurants, located in both shopping centers and standalone locations, emphasize food quality and customer experience.

#### The Challenge

Dominó faced the following issues throughout their restaurants:

1. **Excessive energy consumption** - Dominó was seeking to decrease energy usage for two reasons:
  - a. Limited innovation. Per local regulations, Dominó may consume a maximum of 20 amps per store. This limits their ability to upgrade cooking equipment or make other in-restaurant investments, which hinders their brand value.
  - b. Operational cost reduction. Dominó was seeking a way to monitor and reduce energy costs to increase their bottom line.

2. **Lack of centralized control** - Their equipment was controlled on-site at each location. They had no ability to centrally monitor and control store operations, giving local employees all the decision-making power.

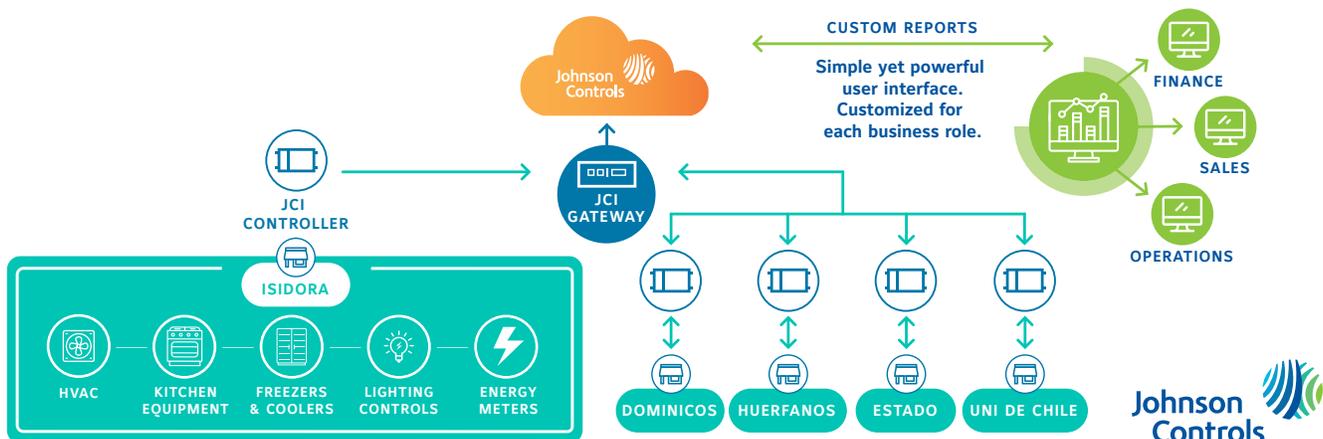
3. **Life safety risk** - Dominó wanted redundancy in their operations to ensure that kitchen equipment was in the proper modes outside of operating hours.

4. **Food safety concerns** - Due to regulatory standards, Dominó is required to maintain specific temperatures in refrigeration and warming areas to preserve freshness and avoid spoilage. Since this was a manual process, the potential for error was high.

#### Our Solution

The Johnson Controls Mid-Market Digital Platform proved to be the solution for all their challenges. The platform collects information from Dominó's existing systems, normalizes it, and stores it securely. It then eliminates unnecessary data, runs analytics, and generates useful insights so stakeholders can take action.

The following architecture diagram represents the data flow from equipment at each location to an enterprise application. The platform connects all of the facilities in real time, providing an unprecedented view into Dominó's operations.



## The Mid-Market Digital Platform helps Dominó accomplish the following:



**Reduced energy use** by providing energy and equipment performance analytics. It also provides recommendations to leadership on central control actions to reduce load during peak hours.



**Benchmarking** – Dominó has the ability to compare key energy metrics (total consumption, peak demand) from restaurants in their own portfolio, as well as to industry averages. All data is normalized for weather and facility size and is able to provide comparisons to similar facilities.



**Outlier detection and prioritized notifications** – If employees forget to turn off the lights when they close for the day or leave kitchen equipment running, the system will send an alert which can be addressed from a central location. This increases their control at individual locations and helps them reduce energy and increase safety.



**Centralized command and control** – Once an outlier is detected, Dominó personnel can remotely turn off equipment or return temperatures to their scheduled set points all from a simple, easy to use application. No midnight calls to the store manager for a return visit required!



**Fault detection and diagnostics** – Equipment will show signs that it is no longer operating at optimal levels and may be in need of repair. Before it breaks and causes customer discomfort, system analytics will detect deviations in asset performance and notify appropriate personnel. Moving from a break/fix maintenance model to proactive/preventative maintenance means fewer truck rolls, efficient facilities management, and more comfortable customers.



**Increased food regulatory compliance** by depending on technology to monitor refrigeration and warming area temperatures per regulatory standards.



**Reporting** – Dominó now has visibility into temperature changes, schedule overrides and historical equipment performance. This enables them to see trends, spot trouble and take corrective action, as well as automate reports for compliance authorities.

## Dominó will realize the following benefits:

LOWER ENERGY CONSUMPTION COSTS BY  
**5-10%**

LOWER ANNUAL OPERATION COSTS BY  
**3-5%**

REDUCED CALL SERVICE COSTS BY  
**15%**



PROACTIVE MAINTENANCE PLANNING



RATIONALIZE MAINTENANCE MANPOWER FOR BUILDING SERVICES

### PROTECTION AGAINST



REVENUE LOSS



EMPLOYEE PRODUCTIVITY LOSS



SLEEPLESS NIGHTS WORRYING



WITH ONGOING MONITORING, PROTECT YOUR BUSINESS FROM COMPLIANCE RISK FROM FOOD AND RAW MATERIALS

Learn more about Johnson Controls Mid-Market Digital Platform at  
[www.johnsoncontrols.com/digital](http://www.johnsoncontrols.com/digital)