



# INDUSTRY CASE STUDY

## GROCERY RETAIL



# THE Challenge

A regional leader in the retail grocery industry was struggling to manage service-related issues across dozens of store locations. Their existing ticketing systems were bloated with unnecessary features, lacked the necessary functionality, and came with a hefty price tag.

Departments like Facilities, Construction, Refrigeration, and IT were operating in silos, using disconnected tools that made it difficult to share data, track issues, or respond quickly. The result? Slow resolution times, poor visibility, and rising operational costs.

They needed a better way—a solution that was simple, scalable, and cost-effective.

# OUR Solution

## CUSTOM WORK ORDER SYSTEM (WOS)

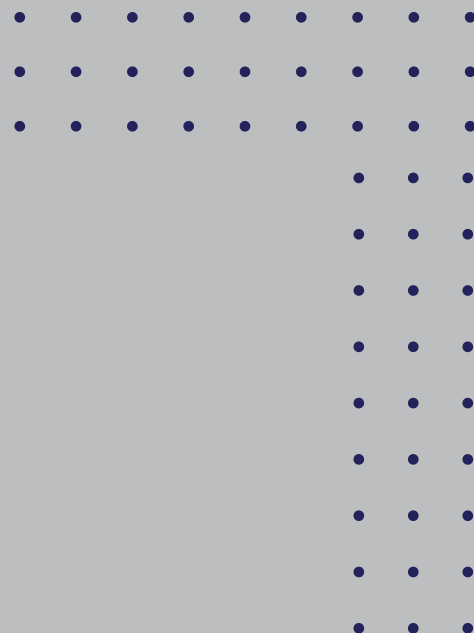
As a Managed Intelligence Provider (MIP), we don't just deliver software—we deliver outcomes. We partnered with the client to design and build a custom Work Order System (WOS) from the ground up, tailored to their unique operational needs.

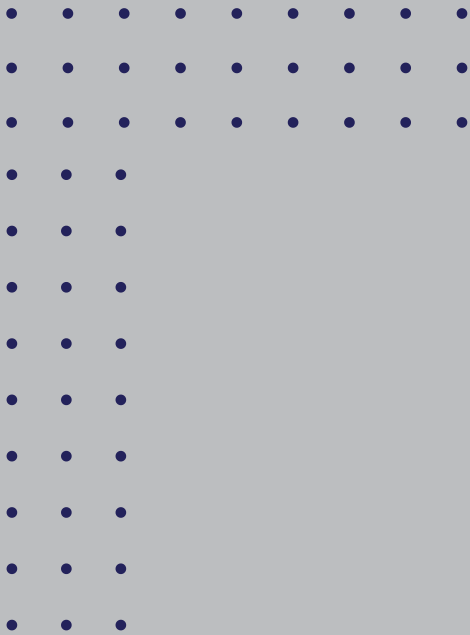
### DISCOVERY & DESIGN

We began with a deep discovery process, working closely with department leads to identify workflows, pain points, and inefficiencies. From there, we designed an intelligent solution that aligned with the client's business goals.

### RESULTS THAT MATTER

The solution integrated seamlessly with existing infrastructure and delivered measurable results—streamlined operations, faster resolutions, and reduced costs.





# THE Result

The WOS replaced their expensive, underperforming ticketing system and quickly became the backbone of service operations across departments. What started with Facilities and Construction expanded to include Refrigeration and IT, creating a unified platform for issue tracking and resolution.

## KEY OUTCOMES

- Improved data quality and cross-department visibility.
- Faster issue resolution and reduced downtime.
- Streamlined communication between store teams and service departments
- Scalable architecture that grows with the business.

## SAVINGS & ROI

- \$150,000/year saved per department  
ROI achieved within the first year of deployment.
- Reduced reliance on third-party platforms and manual processes

# PARTNERED Success

As their **Managed Intelligence Provider (MIP)**, we went beyond implementing a tool—we reshaped the way they operate. By aligning people, process, and technology, we turned a fragmented service model into an intelligent, unified platform.



## Strategic Design



Reimagined workflows and eliminated inefficiencies to align operations with business outcomes.

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## Automation & Scale



Introduced intelligent automation that reduced manual effort, accelerated issue resolution, and supported high-volume departments.

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## Data-Driven Decisions



Enabled leadership with real-time visibility into performance metrics, cost trends, and service outcomes that were previously hidden.

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## Ongoing Partnership



Delivered continuous improvements to keep the system evolving with business needs and driving long-term growth.

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# THE Conclusion



This case study illustrates how a forward-thinking approach can turn operational challenges into long-term advantages. By partnering with Simpatico as their Managed Intelligence Provider (MIP), our client didn't just replace an outdated ticketing system—they redefined how service operations function across the organization.

What began as a solution for Facilities and Construction has now become a core part of Refrigeration and IT as well—demonstrating the adaptability and impact of an intelligent, business-first technology approach. By shifting focus from tools to outcomes, Simpatico helped the client achieve not just efficiency, but resilience and lasting value.



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