Quality Maintenance Programme 2.0 & Telemetry

We sell almost **800million** carbonated soft drinks every year - they are the highest margin and most sold beverage in restaurants, but we also sell millions of 'warm' or out of specification drinks every year. The health of the soft drink system across restaurants is key to provide a 'Gold Standard' soft drink, which we know improves both brand perception with our customers, and in turn sales.
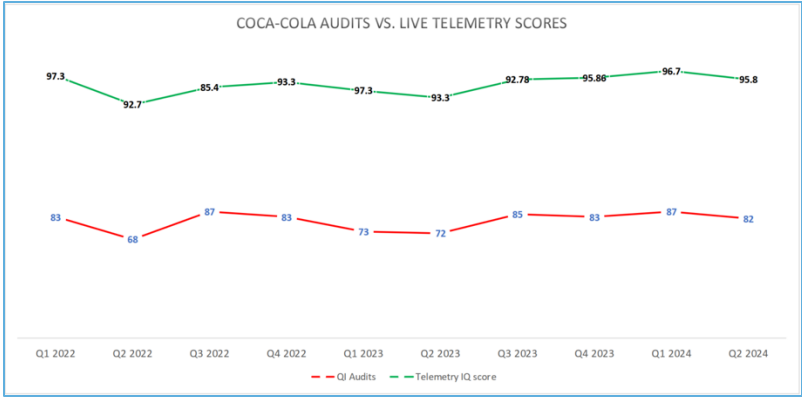
QMP visits take place twice a year, but QMP 2.0 with Telemetry introduces an 'always on' system, which enables you to monitor soft drinks quality and equipment performance 24 hours a day. **The Telemetry system sends alerts to the restaurant and your Service Company to take action that would otherwise go unnoticed. Often a phone fix is all that is needed.** As a result, Quality in restaurants with Telemetry is substantially higher (see graph).

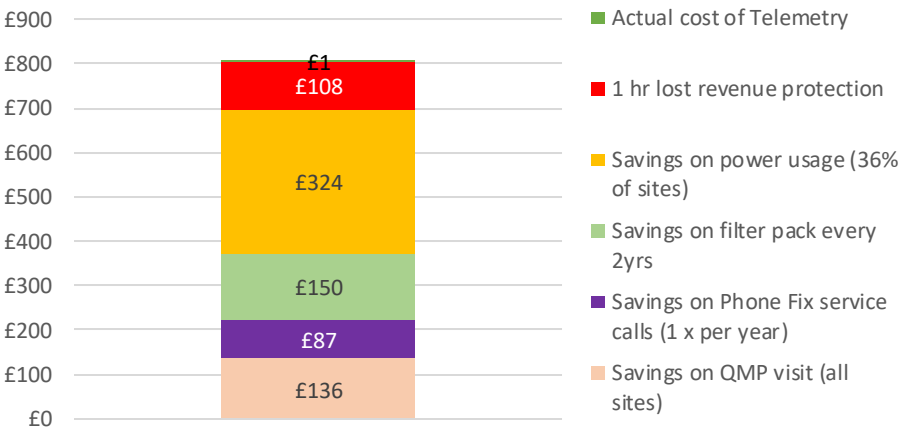COCA-COLA AUDITS VS. LIVE TELEMETRY SCORES

Investment

- The cost of purchasing the standard package of 8 sensors is **£1903 + VAT**.
- The sensors monitor water volumes & temperatures, temperature of the ice bath, ambient temperature in the equipment room, and power usage
- The ongoing monitoring costs **£67pcm,** with most of the cost being offset against savings listed below, making this system almost cost neutral

Main Benefits

Issue	Additional Comments	Saving
Reduced QMP Visits	As the system is monitored 24/7 it only requires one full QMP visit and one shorter visit at reduced cost	£136 Annually
Drinks being Unavailable	Daily cost of Soft Drinks being unavailable – average loss of Margin	£674 Daily*
Coke Cans	Additional cost of purchasing Coke Cans due to prolonged downtime of equipment	£385 Daily*
Water usage	The system can identify excessive water usage, which is often due to equipment issues or wrongly plumbed systems	£170 Monthly*
Power usage/efficiency	As drinks systems get older, they become less efficient and use more energy to run. Telemetry monitors energy usage and can show when older systems become less economic to run (currently 36% of FZ restaurants)	£972 Annually*
Filter pack changes	The life of a Filter Packs is measured by volume. Until telemetry was introduced, no volume measurement was ever possible. Most sites have filter packs that need changing every 2yrs, not every year	£300.90 every 2yrs*
Phone Fix	Service companies can review alerts and provide a phone fix instead of a reactive call	£87 per call*

Annual Cost of Telemetry

- Actual cost of Telemetry £1
- 1 hr lost revenue protection £108
- Savings on power usage (36% of sites) £324
- Savings on filter pack every 2yrs £150
- Savings on Phone Fix service calls (1 x per year) £87
- Savings on QMP visit (all sites) £136

Figures based on average volume restaurant and data from restaurants currently on Telemetry, and margin/sales data from BSi

GIRSM