

Intwine – Delivering Food Safety and Operational Efficiency to Food Retailers



Intwine solutions are used by several retailers to manage:

- Remote monitoring for preventative approaches
- Digital menu boards
- VoIP phones
- Surveillance cameras
- Cloud-based POS software

Intwine, an Arrow partner, has been delivering exceptional fully managed IT and IoT solutions to food retailers. With a strong portfolio of connectivity hardware and field installation expertise, Intwine is able to give retailers operational efficiency and cost reductions. Intwine Connected Gateways (ICG), the flagship product, not only protects retailers from broadband outages but also enables monitoring of critical store assets. It is no secret that broadband outages can cost retailers hundreds or even thousands of dollars per hour. By using Intwine connect, a retailer avoids disruption of store operations and has a backup for the store router.

Hardware, Software, Services

- > 4G LTE router with IoT
- > Remote management portal
- > Cellular activation, configuration, and provisioning
- > Onsite installation
- > Full life-cycle support

The Intwine Differentiation

- > Flexible solutions architecture – compatible with 3rd party sensor and cloud offerings
- > One-stop shop for LTE failover solutions
- > Complimentary service for VARs selling POS, VoIP, disaster recovery, etc.





Case Study: Intwine Helps Highlands Market Avoid Expensive Food Waste Costs by Remote Monitoring of Cooling Infrastructure

Customer Challenge

The Highlands Market is a boutique country market in the Seven Springs Mountain Report, offering local produce to resort visitors, the market offers fresh meats, cheeses, bread and prepared foods. In addition, a wide selection of wines, craft beer and domestic beer is also available for resort patrons.

Problems arise from time to time due to equipment not functioning as expected or expensive food goes wasted due to lack of effective preservation infrastructure. For example, several thousands of dollars worth of champagne and wine was lost right before New Years Eve when the cooler temperature dropped below freezing. Highlands Market operators wanted to address the following:

- > Avoid food spoilage/waste
- > Automate notifications to predict/identify equipment failures
- > Lower maintenance costs and improve operational life of equipment
- > Improve employee efficiency and deliver peace of mind to ownership/management

Intwine Solution

Intwine recognized that to deliver on stakeholder expectations, an elegant solution that aggregates operational information from all refrigeration equipment was essential. By outfitting every cooler with a temperature and humidity sensor and connecting them to the Intwine connected gateway, Intwine gave store operators a near real-time monitoring solution. As soon as monitoring was enabled, data patterns alerted to two beer coolers performing erratically. Further investigation revealed that a condenser had iced over and was the cause of the problem. By putting a fix in place, Highlands Market was able to recoup their entire investment in Intwine with just one incident.

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