WHAT THEY NEEDED:

Pittsfield Rye is a third-generation wholesale bakery located in western Massachusetts. Since 1929, the Robbins family has been baking and distributing artisan bread products that have not only become a local staple, but have also found widespread success with grocery chains like Big Y and Stop & Shop. Not a small operation by any means, their facility comprises fourteen cold room environments, each with their own temperature requirements and operating conditions. The Robbins were looking for a better way to manage and maintain all of those spaces.

In addition, they were looking for a solution that could help them meet the stringent H.A.C.C.P standards as it pertains to food safety. The Robbins take that responsibility very seriously, and desired a system that would keep them on top of any issues that could compromise product integrity. Knowing their holding temperatures is important, but getting actionable insights is paramount.

WHAT NRM PROVIDED:

NRM worked hand-in-hand with the Robbins family every step of the way to provide a solution that satisfied all of their requirements.

It began with implementing our Remote Site Manager platform, the most comprehensive controls and monitoring tool on the market. The RSM platform gives the Robbins live 24-hour access to their temperatures and settings, it equipped each refrigeration system with instant alerts that go to their email and smart phones, automatically records and logs temperature data for adhering to federal regulations, lets them initiate defrosts at any time, and allows them to manage all fourteen of their cold room environments from a single dashboard. They use the system daily, and it has dramatically decreased the amount of time spent each day manually checking and recording temperatures.

On top of the monitoring platform, NRM's solution also fit perfectly into the Robbins’ growing energy-efficiency portfolio. They had already installed solar panels on-site, recognizing the long-term benefits of “going green”. NRM optimized the refrigeration equipment to operate on cooling requirements, and the system hardware was retrofit with high-efficiency upgrades. With the refrigeration improvements alone, the Robbins recoup over $20,000 in energy costs per year.
Before we purchased RSM, it was literally a full-time job manually checking the temperatures of all of our refrigeration. We have five trailers, a blast freezer, a utility freezer, and a walk-in cooler. With RSM, I can simply check my iPad and have all of that information at my fingertips 24 hours a day, anywhere I am. I love the system and would highly recommend it.

— Rick Robbins, Owner

CONVENIENT REAL-TIME SUMMARIES

Remote Site Manager can alert you instantly when a space temp goes out of range, and then provides an operational trend so you can pinpoint what caused the issue.

OPTIMIZATION BENEFITS

WHAT SETS NRM APART? Our small-business approach to big-business problems. Each of our sales, support, and installation teams are comprised of in-house, licensed NRM employees. Our hardware and software are designed, tested, manufactured in, and shipped from our Canton, MA-based facility.

The implementation of NRM’s solution is a true turnkey process and requires “zero finger lift” from you. With transparency and courtesy, we manage the project from idea to install. First, an Energy Advisor comes on-site to identify the areas to benefit from optimization, and then our team of engineers develops a custom outcome for your business. We also look for any utility-sponsored incentives to reduce the upfront cost of the project. The physical installation can be performed without interrupting your normal business operations, and all of our installers are factory-trained technicians. NRM is always here for training and support, with a 24/7 technical help line.