



A Leading Supermarket Chain Unifies CMMS, Refrigeration Compliance, and Digitizes Utilities Across 25+ Stores with Facilio

📍 Midwest, USA

🏪 Retail (Supermarkets)

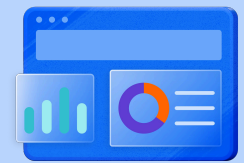


About the company

This Midwest-based, family-owned supermarket chain is known for its focus on quality, efficiency, and community values. With a footprint spanning more than 25 locations—including grocery stores and production facilities—the retailer has built a strong reputation for delivering exceptional shopping experiences and operational excellence. Their approach blends tradition with innovation, prioritizing long-term sustainability and service.

25+

grocery and production facilities digitized



EPA 608

refrigerant compliance automated across all sites



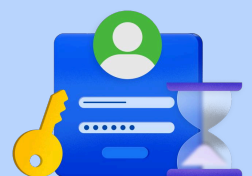
140

utility bills from 40+ providers processed monthly



3

months for Implementation and Go-live



Challenges

❗ **Disconnected compliance and CMMS workflows**

Compliance events weren't linked to asset actions or maintenance tasks, requiring manual updates and checks to stay EPA-compliant

❗ **No proactive maintenance planning**

Scheduled maintenance lacked automation and standardization, increasing the risk of equipment failure and compliance issues

❗ **Fragmented systems**

Refrigerant compliance, work orders, and utility bills lived in separate apps, forcing manual reconciliation and duplicate entry

❗ **Compliance risks**

Retired assets still showed active refrigerant records due to lack of sync between CMMS and compliance data. EPA 608 events weren't linked to work orders or enforced before invoicing

❗ **Limited utility analytics**

The previous platform lacked flexibility to analyze utility consumption by store, built-up area, or weather. Benchmarking was difficult and insight generation was limited

❗ **Inefficient vendor management**

Tracking contracts, SLAs, and invoices across vendors lacked structure and often delayed approvals

❗ **Limited visibility**

Leadership lacked unified dashboards or alerts to catch leaks, performance dips, or cost anomalies early



Solution Highlights

Connected CMMS with Compliance-Built-In

Facilio connected CMMS asset data with EPA 608 workflows to eliminate mismatches when assets were retired or replaced. Mobile-first work order creation, preventive maintenance schedules, and warranty-linked checklists now ensure tasks are completed faster and remain audit-ready.

Utility Bill Digitization & Analytics

The platform ingests 140+ monthly utility bills, structures them by meter, and disaggregates into daily readings. Portfolio dashboards enable benchmarking by utility type, built-up area, and weather trends, while also supporting Energy Star and CO₂ emissions reporting.

Vendor & Contract Management

Vendor data, SLAs, and contract terms are centralized in one system. A self-service vendor portal streamlines work order acceptance, certificate uploads, and invoice submissions, while performance benchmarking helps the team optimize contract renewals.

Financial Transparency

Invoices now flow automatically through three levels of approval—FM, department head, and accounting—before syncing to ERP. The system tracks real-time accruals against budgets, helping avoid overspend and enabling confident, forward-looking cost control.

Custom Dashboards, Reporting & Alerts

Dashboards track everything from refrigerant leaks and utility usage to vendor performance. EPA-ready reports and GreenChill benchmarks are generated in a click, while demand spikes and anomalies trigger alerts that are linked to on-site utility events.





"We are thrilled to work with Facilio to remove one of the biggest roadblocks for our store facility operations—integrating our work order system with refrigeration management processes. Facilio ensures compliance by automating the enforcement of compliance events before contractor invoicing. It closes the loop that's often-left hanging when relying on manual processes and disconnected tools."

Director of Maintenance of the Retail Chain

The impact Facilio created



Zero compliance risk with embedded EPA 608-ready reports and workflows



140+ monthly utility bills digitized into actionable analytics



Faster invoicing with automated approvals and ERP exports



Vendor performance benchmarked across 25+ sites



Green Chill readiness achieved with structured refrigerant tracking and one-click reporting



It's simple: to empower enterprises to manage facility operations efficiently and sustainably. Facilio replaces a large number of siloed systems with one clean solution and does the job (and more) of many software products commonly used to manage maintenance, contractor work, system performance, risk, compliance, and more.

Since Facilio does it all, Facilio does it better standardizing operations, eliminating friction, creating better insights and reports, and serving as the single source of truth for facility operations.

Book a demo



Find out how Facilio can help your business!

