

For One Ice Cream Manufacturer, One Alert Could Save \$90,000 in Product



Across a range of food production facilities, perishable items are stored in freezers to preserve their quality and freshness for sale. While all these foods are sensitive to some degree of temperature variation, some — like ice cream — are especially sensitive to temperature shifts.

Longford's Ice Cream, an ice cream manufacturer and retailer based out of Stamford, CT, is no stranger to these concerns. Many years ago, Longford's had an ingredient freezer malfunction overnight, resulting in the cost and hassle of having to discard melted product the following day. It was this kind of unfortunate scenario that warranted the need for a remote monitoring system.

Today, CORIS temperature monitoring is used on nine of Longford's walk-in storage freezers, spread across two facilities, to keep product safe when staff is off-site. And as president Ralph Pietrafesa describes, the CORIS system has delivered peace of mind you can't put a price on.



What a Freezer Malfunction Could Mean to Longford's

Because Longford's manufactures the ice cream they sell, it's on them to make more product when loss occurs – rather than leaning on outside vendors to fill the gap.

So when a freezer breaks down, it triggers a domino effect of fighting tirelessly to get production schedules back on track. "If we lose a main inventory box, it can take three weeks to catch up," Pietrafesa noted.

This timeline factors in not just making more of the product lost in the freezer malfunction, but also having to empty out the freezer, dump the wasted product and repair or replace the freezer. As Pietrafesa mentions, this three-week period of playing catch up could be a breaking point for the manufacturer: "We could potentially be out of business."

A Remote Monitoring Tool to Prevent Product Loss

With the CORIS system installed, Pietrafesa and his colleagues receive alerts when temperatures in the storage freezers exceed predefined thresholds for a certain amount of time.

On nights and weekends, these alerts – which are cloud-based and are delivered via mobile device or desktop – keep off-site personnel informed of any potential freezer issues that could cause product loss. This product loss, as Pietrafesa explains, comes with a price point for Longford's. "In our case, one alert can save us \$90,000 in product."

The fact that the CORIS system is customizable in terms of temperature thresholds and times that trigger alerts makes it applicable to a wide variety of food industry use cases. Restaurants, for instance, may have walk-in freezers that house tens of thousands of dollars in product – items that may not have the extreme sensitivity of ice cream but are just as, if not more, costly to replenish."

With this level of customization, Pietrafesa sees the CORIS temperature monitoring system as a tool with the potential for widespread use across the food industry and beyond.

"CORIS works for all kinds of industries that rely on refrigeration and temperature control. I think everyone who has any kind of perishable should use this kind of system."

- Ralph Pietrafesa, President, Longford's Ice Cream

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