



Hattie B's Hot Chicken

How **ComplianceMate™** enabled **Hattie B's** to save as much as \$40,000 of inventory after a major power outage led to equipment failure.

After a series of powerful storms swept through Nashville, Tennessee, thousands of residents and businesses were left without power. That included Hattie B's, a homegrown and up-and-coming Nashville-style hot chicken eatery, where a fresh delivery of food product had just been transferred into their cold-holding equipment earlier that day.

Ordinarily, the equipment would have come back online as soon as power was restored, except, in this case, the equipment failed. Even when the lights came back on, the walk-in unit didn't. Worse—because the blackout had happened at night, store managers were effectively still in the dark about the equipment failure.

Until ComplianceMate began calling, that is. Hattie B's had installed automated ComplianceMate temperature sensors in their cold-holding equipment, and once the temperatures hit a custom-set threshold, the ComplianceMate call center began generating outbound calls to alert them.

With that alert, they were able to spring into action to preserve tens of thousands of dollars' worth of inventory before it sat too long at unsafe temperatures and would have to be discarded.

“ComplianceMate helped save us from \$35,000 to \$40,000 in food product spoilage.”

— John Lasater
Executive Chef, Hattie B's



With **ComplianceMate™**, **Hattie B's** was able to take immediate action before food product was even ever in danger from unsafe temperatures.

1

First, the walk-in refrigerator stopped working.

Although the local utility company was able to restore power to Hattie B's building, the compressor in the walk-in unit failed. As a result, temperatures in the unit began to steadily rise, creeping up until they hit 48°F to 50 °F – well above the safe zone, potentially putting their entire inventory at risk of spoilage. ComplianceMate temperature sensors automatically capture and relay temperature and humidity data to the cloud in real-time. Once temperatures exceed certain thresholds, automated alerts go out.

2

ComplianceMate alerted Hattie B's that temps were rising.

Consequently, the ComplianceMate call center began generating outbound calls to Hattie B's personnel. "They go through a list of numbers," says Lasater. "If they don't get one person, they just move on to the next person. I got the call while at dinner at my house." That enabled Lasater to reach the store manager and—since the equipment failure struck at night and they wouldn't be able to get technicians out until the next day—to contact their food service provider to see if they could procure a refrigerated truck.

3

They saved inventory by moving everything to a refrigerated truck.

Thankfully, Hattie B's food service provider was on top of the situation: they provided a refrigerated truck into which they were able to transfer all the food product overnight. "Because we got alerted so promptly to take action, I don't think we even had to take any corrective action before a refrigerated truck got to us and we moved everything over," Lasater says. In fact, Hattie B's is now planning on extending ComplianceMate monitoring from the walk-in units into their chicken coolers and line coolers.

“If we would have waited without ComplianceMate the next day, then we could have very well have been forced to throw all that food away.”

John Lasater, Executive Chef, Hattie B's



The ComplianceMate Solution

ComplianceMate has streamlined HACCP compliance checklist and cooler monitoring for **thousands of restaurant locations across the US, Canada, the EU, and the UAE**. Wireless sensors continuously monitor and record temperatures inside any cold-holding units. Using the ComplianceMate app, users can also complete checklists for literally any HACCP or brand-specific compliance benchmarks, even incorporating visual documentation with photos and videos. **For more information, contact us today.**

About



CM Systems, LLC & ComplianceMate™

CM Systems, LLC provides monitoring systems for food safety compliance and operational effectiveness in various industry segments. Their principal product offering, ComplianceMate, offers real-time monitoring, both of equipment and Standard Operating Processes, within a restaurant operation, including temperature monitoring (using wireless sensors), HACCP control, real-time reporting/list completion and remote management.

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Learn More

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Hattie B's Hot Chicken

A family run restaurant that serves "Nashville Style" Hot Chicken and homemade sides in Nashville, TN; Memphis, TN; and Birmingham, AL. Coming soon to Atlanta, GA.

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Learn More

hattieb.com

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