



GlacierGrid Case Study

Customer Overview

Surcheros operates 23 quick-service Mexican restaurants across the Southeast, focused on delivering a consistent guest experience and running efficient operations across a geographically dispersed footprint. For a chain this size, HVAC performance and refrigeration reliability directly shape both guest comfort and operating cost across every kitchen and dining room.

Working with GlacierGrid

Before GlacierGrid, Surcheros had no visibility into equipment performance across its 23 sites. The team had no way to know where issues were developing and relied on guest and staff complaints to trigger service dispatches. Technicians were sent out blind, often to problems that had already escalated.

By deploying GlacierGrid's HVAC control and refrigeration temperature monitoring across all 23 sites, Surcheros gained:

- ✓ **Centralized visibility** across HVAC and refrigeration at all 23 sites, replacing site-by-site manual checks
- ✓ **Proactive alerts** catch HVAC and cooler issues before complaints land, replacing reactive dispatching.
- ✓ **Targeted technician dispatch** cuts wasted truck rolls and closes issues faster.

23

Locations

\$103K

Annual Savings

2

Issues Avoided

