

# CHECKING OUT IN THE FAST LANE

Winn-Dixie recovers from total power loss with zero business or inventory loss.

## ▶ BACKGROUND

### Success in a Highly Competitive Market

Winn-Dixie helps feed the Southeast United States, with nearly 500 stores across Alabama, Florida, Georgia, Louisiana and Mississippi. The company focuses on value and customer satisfaction. Whether it's high-quality private-label products, specialty foods chosen for each location's consumer preferences or hours that fit today's lifestyles, service and customer satisfaction drive success at Winn-Dixie

## ▶ PROBLEM

### Overnight Crews Ready to Restock when Power Fails

It was a night like any other at the Jacksonville, Florida Winn-Dixie. The store was closed, crowds were gone and the overnight crew was restocking inventory and refreshing displays. Then, at 11:00 pm, everything went black. The 2000A main breaker failed. Inventory in dozens of refrigerated and frozen display cases and walk-ins was at risk. Plus, the overnight crew still needed hours of work for the store to open at 7:00 am. To make matters worse, the Challenger CRD32033 breaker Winn-Dixie's electricians requested was long out of production and no longer stocked by typical distributors. Food was about to spoil and customers were about to be turned away. The bad breaker could break the bank.

## ▶ SOLUTION

### It Pays to Know Products & Inventory

Duval's Richard Barnum knows his breakers. He answered the emergency call after hours by locating an Eaton RD320T33W breaker. So it was ready to go when the installers were ready to go. While the Challenger breaker requested could have been located and delivered later, Richard knew the Eaton alternative was 100% compatible and immediately available at the local Duval warehouse. There was virtually no wait. Richard was on the job.

## ▶ RESULTS

### Nothing Went Bad But the Breaker

With just a few hours of downtime, the Jacksonville Winn-Dixie was up and running for its regularly scheduled 7:00 am opening. Tens of thousands of dollars in frozen and refrigerated inventory that could have gone bad with a prolonged outage was undamaged. Crews had all the time they needed to restock, clean and organize like they do on any other night. From a customer's point of view, nothing happened. Duval helped Winn-Dixie deliver business as usual.



*A huge inventory and unsurpassed product expertise enabled Duval to cross reference and deliver this breaker in the middle of the night to save a store filled with perishables and be ready to open on time the next morning.*



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