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# WINNOW

## Food wastage solutions



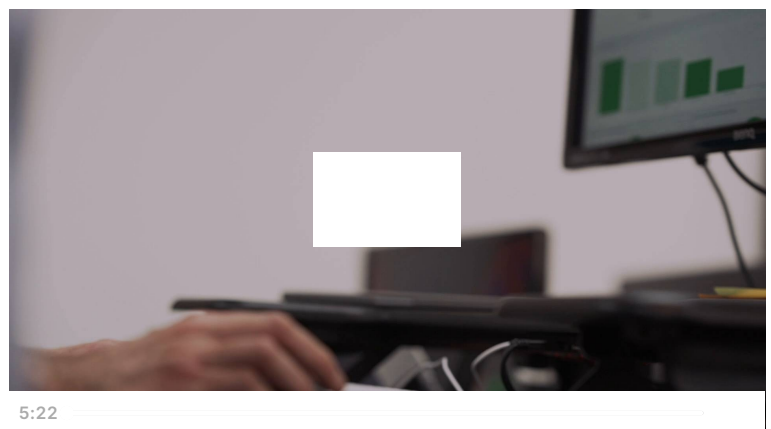
### ***Food wastage solutions***

*Industry: Hospitality*

*Location: London, England*

*Founded: 2013*

*Size: 11-50 employees*



# HELPING CUT FOOD WASTE IN COMMERCIAL KITCHENS AROUND THE WORLD

Winnow places connected scales in commercial kitchens, enabling kitchen staff to record exactly what is being thrown away. Their solution is entirely reliant on the devices being online so that any bit of food waste is recorded. Kitchens are often in places like basement with poor internet connection, and, given the nature of a busy commercial kitchen, the scales can easily be knocked – taking the whole device offline.

## **Why build when you can buy?**

Winnow built a homegrown tool to help them manage their device performance, but as they started to scale rapidly from hundreds to thousands of devices, they started to experience considerable limitations and realised it was taking up too much of their development team's time.

## **Why DevicePilot?**

Winnow set up a quick proof of concept on DevicePilot, and within a couple of days realised it was exactly what they were looking for – addressing some of the business' highest priority questions they had about their data.

## **Actionable data for all**

Now, the entire business from engineering through to management and operations are empowered with the data they need to understand what's happening out in the field. The engineer team's time has been freed up and the operations team are equipped with the information required to quickly and easily answer important questions.

## **From *reactive* to *proactive* support, thanks to their Zendesk integration**

Winnow wanted to shift their customer support from reactive – responding to issues when a customer calls in to report it – to proactive – ideally spotting and

fixing issues before the customer even notices.

Using DevicePilot to spot issues, they then used out-of-the-box integration into Zendesk to automatically raise tickets.

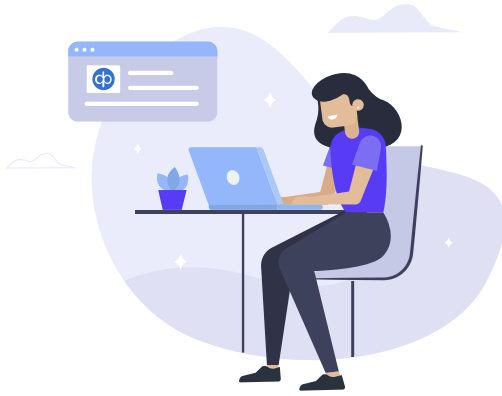
The result? They now have a proactive customer support process and have dramatically reduced the time it takes them to respond to customer issues, all thanks to the cleaner and more actionable data they see.

### **Fitting in with how they work**

Both the DevicePilot and Winnow teams use Slack so it made sense to set up a shared Slack channel, making it a lot easier for the teams to interact.

“It allows us to - without v  
telemetry data and cre  
information that we need. S  
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started? Talk to our  
experts**



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### DEVICEPILOT

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DevicePilot Service Monitoring for connected devices provides a single pane of glass for Product, Operations and Customer Support teams, driving up customer satisfaction and growth, while reducing operational costs.



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