

INDUSTRY CASE STUDY

GROCERY RETAIL

CUSTOM WORK ORDER SYSTEM

Saving **\$150K** per
department with a custom
work order system

\$150K

SAVED / DEPT / YR

4

DEPARTMENTS UNIFIED

Dozens

OF STORES

<1 yr

TO FULL ROI

Saving **\$150K** per department with a custom work order system

A regional grocery leader was paying heavily for **bloated ticketing software that still didn't do the job** — while four departments worked in silos across dozens of stores. Simpatico built a custom Work Order System that **became the backbone of service operations**.

CLIENT	SECTOR	ENGAGEMENT	ROI
Regional grocery retail leader	Grocery Retail	Custom Work Order System (WOS) design & build	Within the first year

THE CHALLENGE

Paying premium prices for software that didn't fit

Managing service issues across dozens of grocery stores means juggling facilities, construction, refrigeration, and IT — and this retailer's ticketing systems were failing all four. Bloated with features nobody used, missing the ones they needed, and expensive on top of it.

Bloated, pricey ticketing 01	Departments in silos 02
The existing systems came loaded with unnecessary features, lacked the functionality that actually mattered, and carried a hefty price tag.	Facilities, Construction, Refrigeration, and IT each ran disconnected tools — no shared data, no shared picture.
Slow resolutions 03	Rising operational costs 04
With issues hard to track and hand off, resolution times dragged and store downtime piled up.	Third-party platform fees plus manual processes meant costs climbing in every department, with poor visibility into why.

A Work Order System built around the work

As their Managed Intelligence Provider, Simpatico didn't hunt for a better off-the-shelf product — it designed and built a custom Work Order System (WOS) from the ground up, tailored to how this retailer actually operates.

1

Discovery with the people doing the work

A deep discovery process with department leads mapped the real workflows, pain points, and inefficiencies — before a single feature was designed.

BUILT AROUND THE WORK

2

Custom WOS, seamlessly integrated

The system was architected to align with business goals and integrate with existing infrastructure — every feature intentional, nothing bloated, no per-seat platform fees.

NO BLOAT, NO LICENSE CREEP

3

Automation & smart routing

Automation cut manual data entry, routed tickets to the right team automatically, and enabled real-time updates — critical for high-volume departments like refrigeration and IT.

TICKETS ROUTE THEMSELVES

4

Adopted, then expanded

What launched with Facilities and Construction expanded to Refrigeration and IT — four departments on one unified platform for issue tracking and resolution.

ONE PLATFORM, FOUR DEPARTMENTS

THE RESULT

The backbone of service operations

The custom work order system replaced the expensive, underperforming ticketing platform — and delivered faster resolutions, better data, and savings that repeated in every department that adopted it.

\$150K

saved per department
every year

<1 yr

to full ROI
from deployment

4

departments unified
facilities to IT

Dozens

of stores
on one platform

WHY CUSTOM WON

Build beat buy — here's why

Off-the-shelf ticketing made this retailer pay for features it never used while going without the ones it needed. Building custom flipped that: every feature intentional, every process optimized, integrated with the infrastructure already in place — and no recurring third-party platform fees.

The proof was in the expansion. The system launched with two departments; two more asked to join. And leadership finally got data that had been invisible — trends, response times, and cost metrics across every store, in real time.

"Every feature intentional, every process optimized."

- Third-party ticketing fees **eliminated**
- Manual data entry **automated**
- Departments on the platform **2 → 4**
- Cost & response metrics **visible in real time**

HOW WE HELPED

What a Managed Intelligence Provider does

Strategic Process Design

Workflows reimagined with department leaders — redundancies out, business outcomes in.

Automation & Efficiency

Less manual entry, smarter ticket routing, and real-time updates for high-volume teams.

Business Intelligence Integration

Trends, response times, and cost metrics that were previously invisible, now actionable.

Continuous Improvement

No launch-and-leave — the system evolves as needs change and the business grows.

Custom work order systems, answered

Should you build a custom work order system or buy off-the-shelf?

It depends on fit and cost. In this case, off-the-shelf ticketing was bloated with unused features, missing needed functionality, and expensive. Building a custom work order system tailored to the retailer's actual workflows eliminated third-party platform fees, delivered exactly the features the departments needed, and saved \$150,000 per department per year — with full ROI inside the first year of deployment.

What is a work order system (WOS)?

A work order system is a platform for creating, routing, tracking, and resolving service issues — maintenance requests, equipment failures, construction tasks, IT tickets. In this build, one custom WOS unified Facilities, Construction, Refrigeration, and IT across dozens of grocery store locations, replacing four disconnected tools with a single source of truth for issue tracking and resolution.

How much can a custom work order system save?

This retailer saved \$150,000 per department per year — from eliminated third-party platform fees, automated manual processes, faster issue resolution, and reduced store downtime. With four departments on the platform, savings compound as adoption grows, and the company reached full ROI within the first year.

Can one work order system serve multiple departments?

Yes — and that's where the biggest gains live. This system launched with Facilities and Construction, then expanded to Refrigeration and IT because the value was obvious. Shared data, cross-department visibility, and consistent workflows replaced the silos, and store teams got one place to report any issue instead of four.

What is a Managed Intelligence Provider (MIP)?

A Managed Intelligence Provider goes beyond delivering software to delivering outcomes. As this retailer's MIP, Simpatico designed the work order system around real workflows, automated the manual steps, surfaced business intelligence leadership had never seen, and continues evolving the platform as the business grows.

LET'S TALK

Paying too much for software that still doesn't fit?

If your teams work around your ticketing system instead of with it, a custom build might cost less than the licenses you're paying now. Let's run the numbers together.

[Schedule a Strategy Session](#)



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