

# Zero Zone becomes one of Niemann Foods **most reliable vendors**



Niemann Harvest Market - Carmel, IN

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***“We don’t have time to hand-hold. We need to be able to say here’s the problem, we need help fixing it and have them run with it. Out of the 200 vendors I work with, probably a handful or less can do that and Zero Zone is able to do that.”***

Jacob Litt - Director of Equipment



## Business Overview

**Locations:** 100+

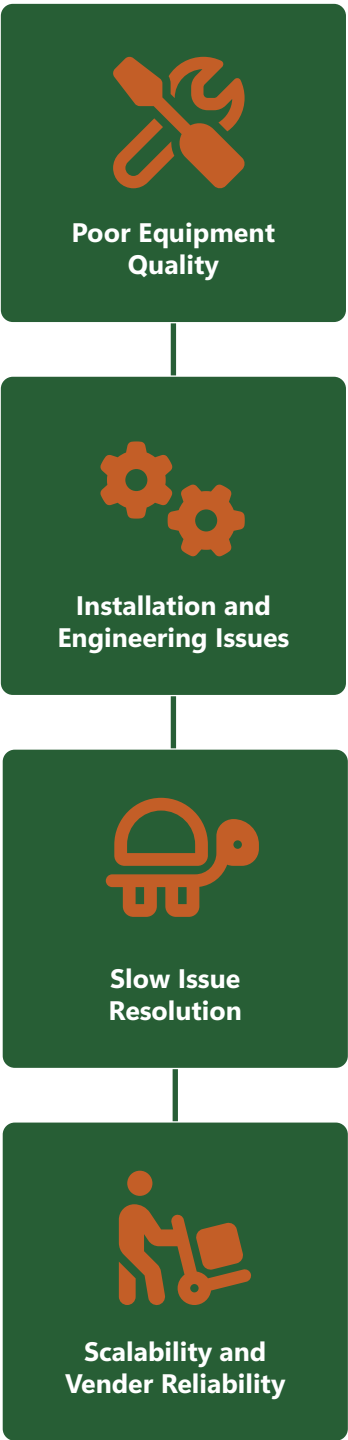
**Employees:** 5,000

**2024 Revenue:** \$570 million

**Partners:** Since 2010

Niemann Foods Inc. is a leading regional grocery retailer founded in 1917 in Quincy, Illinois, known for providing high-quality fresh and frozen food at competitive prices across its various banners including County Market, Save-A-Lot, Ace Hardware, and Pet Supplies Plus throughout Illinois, Missouri, and Iowa. With a focus on innovation, energy efficiency, and customer experience, Niemann Foods continually seeks solutions that optimize operations while maintaining product integrity and visual appeal. With a strong internal refrigeration team of 14 technicians across 140 locations, Niemann takes a proactive approach to store maintenance and operations, ensuring high reliability while minimizing operational disruptions. However, past experiences with other refrigeration vendors had resulted in excessive labor, delayed problem resolution, and inconsistent product quality. Seeking a long-term partner that could deliver superior performance and dependability, they turned to Zero Zone.

## 4 Challenges



## Challenge 1: Poor Equipment Quality

A previous large refrigeration provider, delivered incomplete and poorly built units, requiring excessive labor on the Niemann side to get brand-new equipment working properly.

## Solution

The initial installation and ongoing support from Zero Zone reduced overall startup and maintenance costs, avoiding the operational disruptions Niemann’s experienced with other providers.

***“There was a noticeable difference from the start on build quality and how the equipment arrived. Unlike our previous supplier, Zero Zone delivered complete and correct systems from the beginning.”***



Crystal Merchandiser® - Carmel, IN



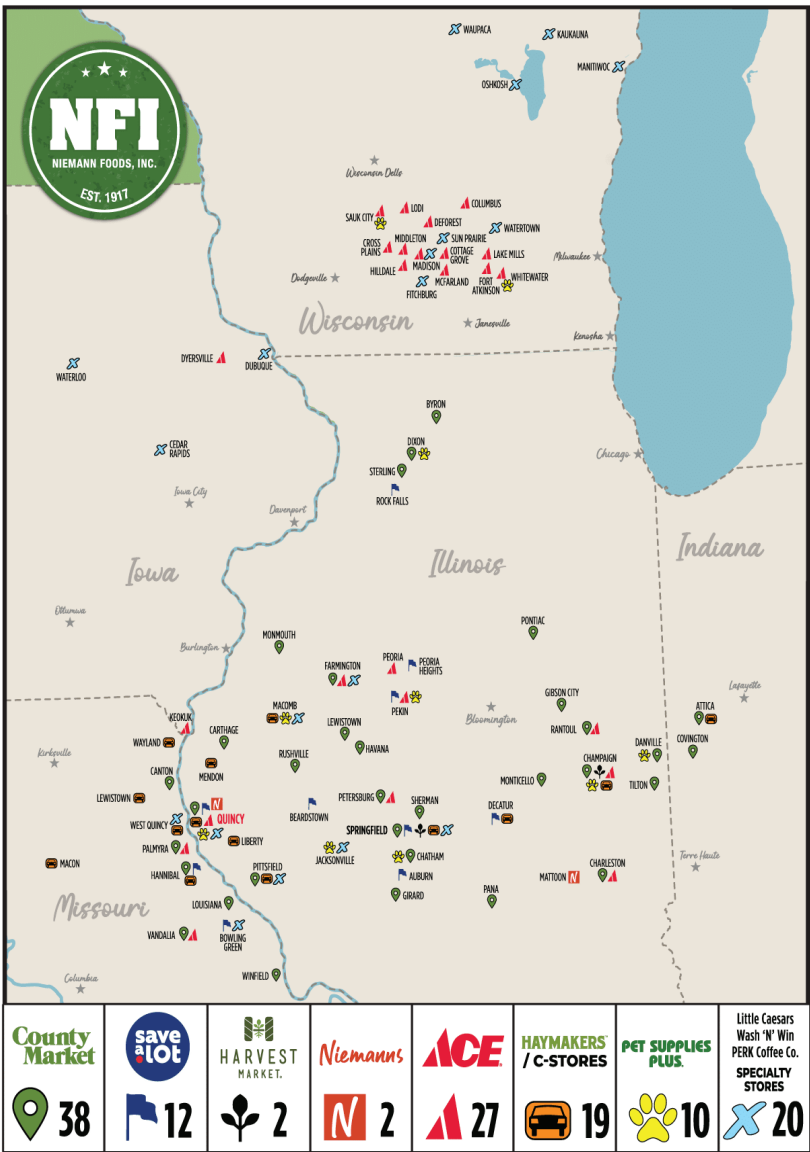
Challenge 2: Installation and Engineering Issues

Orders from previous suppliers never arrived complete or correct, leading to delays in installation and commissioning. An example of costly rework were competitors’ system designs, which had frequent engineering errors resulting in inadequate cooling capacity.

Solution

“After switching to Zero Zone, we saw our issue rate drop from nearly every order to just 10% of the time. It became an ultra-rare thing that we had a problem.”

This marked a 90% reduction in refrigeration-related problems, drastically improving efficiency and reducing labor costs.



Challenge 3: Slow Issue Resolution

The Zero Zone commitment to rapid customer support significantly improved uptime and reduced operational disruptions.

Solution

“If we did have a problem, the resolution was 10 times faster than what we were dealing with previously.”

Challenge 4: Scalability & Vendor Reliability

With over 200+ vendors, only 5 or fewer had proven to be consistently reliable. The grocer needed a refrigeration supplier that could join this select group by providing consistent quality, responsive service, and long-term reliability.

Solution

“A lot of it has been the support. We consistently deal with the same people for issue resolution, and that continuity has made a huge difference.”

Unlike other suppliers, Zero Zone provided a dedicated team that ensured continuity of service and issue resolution, something that only 5 or fewer vendors out of over 200 had been able to achieve.

This reduced the administrative burden and allowed internal teams to focus on higher-value priorities rather than micromanaging vendor relationships.

“We don’t have time to hand-hold. With Zero Zone, we can just send a request and trust they’ll take care of it without us needing to follow up constantly.”

Jacob Litt - Director of Equipment



Crystal Merchandiser® - Carmel, IN.

## Summary of Metrics and Outcomes

By partnering with Zero Zone, Niemann Foods dramatically reduced equipment issues, improved installation efficiency, enhanced vendor support, and freed up internal resources. The transition resulted in significant cost savings, reduced downtime, and an improved customer shopping experience.

- ✓ **Maintenance Issue Reduction:** 90% reduction in number of issues.
- ✓ **Cost Savings:** 10x faster issue resolution reducing downtime costs.
- ✓ **Lower Installation & Maintenance Labor:** Freed up 14 internal technicians from unnecessary repair work allowing Neiman's to continue to grow without adding additional people resources.
- ✓ **Stronger Vendor Partnership:** Zero Zone became one of only 5 vendors (out of 200+) Niemann could truly rely on.

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