



**“HeavyConnect allows me to keep tabs on all our coolers. When management, customers, or auditors ask me a question about a facility, I’m able to retrieve an answer and provide supporting documentation instantly. This promotes confidence in our Food Safety Program.”**

Mary Azzopardi | Food Safety Manager



**COMPANY TYPE :** Cooling Facilities  
**PRODUCTS :** Inspector & Training  
**LOCATIONS :** California & Arizona

## Going Digital to Support Company Growth

Mary Azzopardi is the Food Safety Manager for American Cooling, which manages six facilities in Arizona and California serving food producers across multiple states. When Mary took over the Food Safety Program in 2019, she inherited the typical problems of a paper compliance system: disorganization and lots of paper trails. She was interested in any solution that would make American Cooling more organized so they could keep growing while staying on top of safety and compliance.

At first, she was reluctant to move to a platform used by many growers. But HeavyConnect’s Customer Success and Product Development teams set up American Cooling’s account to fit their needs: training employees and documenting inspections. They trained Mary and the managers and continue providing support, holding monthly check-ins, and adding new features to the account.

Mary uses her dashboard most days to view and manage all 6 cooling facilities. She updates forms, checks reports, and shares new SOPs. Compliance documentation is at her fingertips and her auditor commented about how smoothly their audits go. She recommends the platform to colleagues and can confidently say that American Cooling is at the forefront of better food safety.

## Updating Forms in a Fraction of the Time

**BEFORE**



Wrote & sent a new form



Asked managers to switch it out



Hoped they started using it

**NOW**



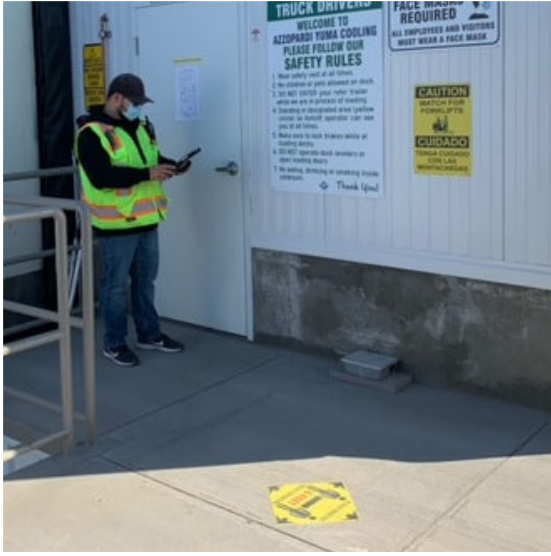
Changes a form on the dashboard



Old log is auto-replaced



Correct form is in use immediately



## Opening a New Cooler

Recently American Cooling opened a new facility. Instead of creating a new food safety binder like she would have done before, Mary was able to start a HeavyConnect account for the new facility and share selected documents, SOPs, and logs. Training for new employees was conducted and documented with the app.

While helping at the new cooler, Mary could complete remote spot checks of documentation from their other locations. In case something needs her attention, her account is configured to send automatic alerts.

## Unexpected Benefits



Makes a good first impression with auditors



Frees up time to expand job role and accomplish more



Supports an industry-wide shift to safer practices



Hones in on leaders who will help the company grow



## IMPACT

All other benefits aside, Mary measures whether HeavyConnect has improved their business by how fast she can access reports. With a paper compliance system, she would need to either drive to the cooler to pick up the paper or ask a manager to fax it, potentially interrupting their workflow. Now she logs in to her dashboard from any computer, anywhere. **She can pull up a report in about a minute.**

**115**

employees  
trained with  
HeavyConnect

**6**

facilities using  
HeavyConnect to  
create reports

**~ 1**

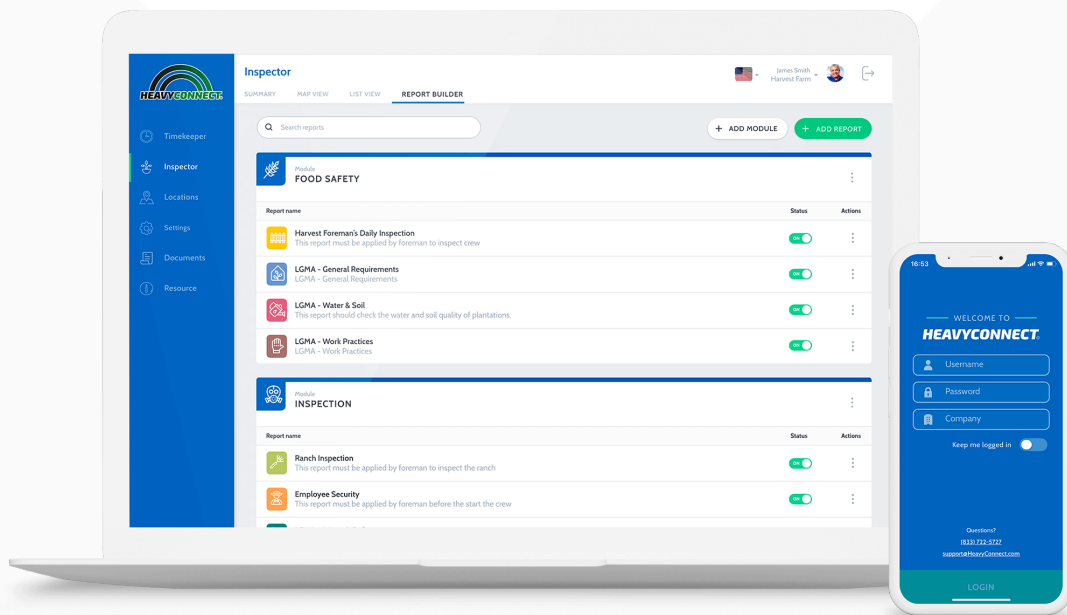
minute for Mary  
to pull up a report  
remotely



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