

Day&Nite/All Service Continues To Forge New Vision

Refrigeration might not seem like a very sexy idea for a restaurant but it can mean life and death, literally, if it's not done right.

It all started with technicians, Irwin and Kenneth Sher, brothers who repaired refrigerators. But in 1977, they had a dream. And today Day & Nite, which started out with timely response and quality diagnosis, has exploded into a company that services both the hot- and cold-sides, reporting on equipment asset life for cap ex consideration, and other kinds of financial analytics, while providing faster turnaround on second-call response and reducing the cycle of service through the appropriate use of technology.

“Our goal is to continue to provide a premium solution that enables our clients to have less headaches, more uptime and faster quality diagnostic,” says co-owner Matthew Sher. The Long Island native and his cousins Brett and Rick Sher, the family’s second generation have teamed to build on Ken and Irwin’s accomplishment of creating a world-class service leader. Much of the new vision’s agenda includes an unprecedented commitment to technology.

“Implementing a new service dispatch accounting system, tablet computing and field automation, the centralization of dispatch and operations, gives our clients an edge and proper decision sup-

port. New analytics are in place in our dispatch department to ensure our customers have the right service partner. You have to see it to believe it, the inventory, the people, the processes, the technology in action and the inspiration to be the best.”

But it’s not just restaurants. Day&Nite now services everything from environmental walk-in boxes to major arenas and restaurant projects.

Sher notes that today the restaurant business is in an era of constant regulation, but that’s not a problem for his business. “We stay current on

how we can help our clients avoid any health department regulation and have the highest of letter grades. We’ve expanded our hardware department so that our clients’ equipment lifespan is extended and energy consumption is reduced. By way of our full service plumbing division, our grease trap management service program eliminates all drain flies, odors and potential backups.”

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“For example, what’s going on real-time via the field automation of tablets in the field that directly interfaces with the service dispatch accounting system? The analytics that we use allows us to deliver that information to our clients. We’ve effectively wrapped up almost the entire financial sector over the past handful of years.”

Sher notes that the company is doing exclusive warranty service support for some of the finest manufactured equipment. “We have relationships where we’re sending our technicians to the factories regularly and based on what we built here this past year, the factories are now coming to us, all of which gives us the ability to support these very sophisticated food service environments.”

Sher explains that there are really two issues for restaurants and their equipment. “The actual operation of the piece of equipment, and the ability in many cases to track the amount of energy that a piece of equipment’s using, or the amount of water that a piece of equipment is using. We’re able to actually come to the table with real solutions.”

But the company’s main goal is to help customers run their equipment in the most financially effective way. “All to stay ahead of the market to support the New York, New Jersey, Connecticut metropolitan, Central Carolina and Florida food service industry in the best way possible,” says Sher.

