

# Dreamworld digitizes food safety

ServiceNow helps Australia's biggest theme park strengthen its safety management through smart, connected operations

## Job to be done

Establish remote monitoring of cold storage across the park to enhance customer experience and capture a clear audit trail

## Solutions to do it

- ServiceNow® Connected Operations
- ServiceNow® Governance, Risk, and Compliance

## What we did

Connect sensors in 70 cold storage devices, with automated alerts for streamlined remediation

## Managing Australia's biggest theme park

Dreamworld is Australia's biggest theme park, with rides, slides, and wildlife, all in one place. Located on the Gold Coast, Dreamworld hosts around one million visitors each year with a staff of more than 1,200, including ride operators, lifeguards, engineers, entertainers, animal carers, and many more. Dreamworld is owned by Ardent Leisure Group, a specialist operator of leisure and entertainment assets in Australia and the United States.



The success of our cold storage monitoring encourages us to find new use cases. The impact will be felt by park operations and visitors.

### Brett Aspel

Change and Implementation Manager, Dreamworld

## Automating cold storage maintenance

The park includes ten food and beverage outlets, each with their own cold storage, as well as a shared cold storage warehouse. Park management must ensure cold storage temperatures are maintained and logged for health and safety compliance. Distribution across a large geographic area increases the complexity of manual monitoring. Dreamworld wanted to decrease operating and labor costs through remote monitoring, allowing the park to track exceptions and automate remediation workflows, while capturing a full audit trail from issue detection to remediation.

10

food and beverage outlets

2,500

hours saved per year in manual monitoring

6x

reduction in food safety audit time

## Securely monitoring remote sensors

Dreamworld is a long-time user of ServiceNow. Workflows around the park's safety and incident management run on the Now Platform, along with ride inspection data and maintenance work. ServiceNow Connected Operations is now used across Dreamworld's food establishments, securely monitoring the sensors in 70 cold storage units. The solution automatically collects data and triggers alerts and investigations in the event an incident or anomaly is detected.

## Strengthening food safety compliance

The engagement means Dreamworld saves an estimated 2,500 hours per year by not having to perform repetitive checks of food storage temperatures, resulting in a \$60k productivity boost. Food safety audits that used to take three days are now completed in a fraction of the time. It has eliminated manual, paper-based processes. Historical data is now available on-demand. Maintenance and health and safety issues are now automatically detected and the potential costs of food spoilage and food safety compliance violations are greatly reduced.

## New use cases for Connected Operations

Connected Operations gives Dreamworld 360-degree visibility of maintenance staff, security, food and beverage, food safety, and compliance. The park is smarter in the way it monitors operations, and more proactive in the way it plans support and maintenance. The project has encouraged park management to consider further use cases for Connected Operations, including wind sensors, wastewater monitoring, and the use of SCADA data from rides.

“ ServiceNow Connected Operations creates a seamless connection to fridges and freezers in secure and remote locations across the park. It creates an end-to-end flow from the sensor reading to the monitoring, detection, and action.

**Brett Aspel**

Change and Implementation  
Manager, Dreamworld

**Now you know how  
work can work better.**