Case Study | Bank
Reduced capital project payback period from 5 to 3 years

The Customer

Portfolio Overview

Fortune 100 international banking and financial services company

3,000+ branches and corporate office buildings
200,000+ employees
Geography: USA

The Opportunity
Saving time and money at thousands of branches

A team of 12 engineers were spending 3-5 days each month aggregating disparate data from 3,000+ bank branches to inform their annual $1M project upgrade budget. They wanted to streamline that process and apply a data-informed approach to prioritizing the budget and projects, rather than relying on tedious, manual decision-making.

The Solution
Switch Portfolio Intelligence

The financial organization used Switch Portfolio Intelligence to connect 6 monthly data streams from each of their 3,000 branches:

- Utility bill platform
- Work order platform
- ENERGY STAR data
- Building asset inventory
- Capital project plan
- Building and system metadata from third party surveys, including overall building health data and equipment make, model and operating conditions

The Switch Platform also enabled the bank to incorporate one new data source, called virtual weather feeds, which helped them calculate each branch's weather-normalized energy usage.
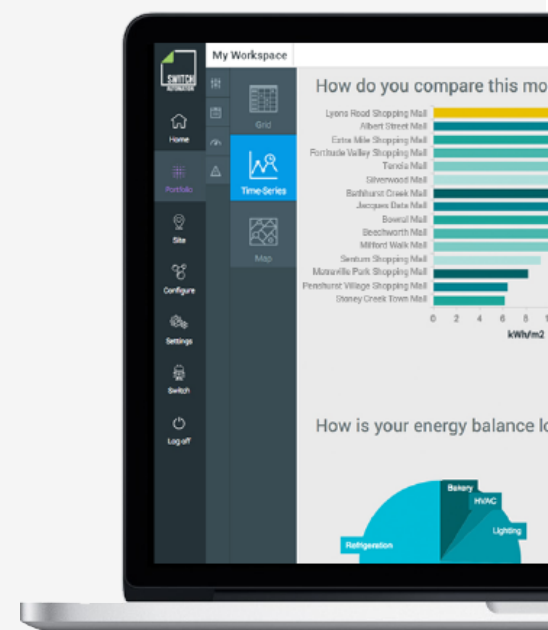
The Results
2-year payback period reduction doubled the bank's IRR and quadrupled NPV

Switch's cloud-hosted database and integration with business intelligence tools, like Excel, gave bank stakeholders:

- Unlimited, holistic access to real-time data, freeing up their team's time to focus on analysis, rather than data aggregation
- Infinite data-mapping and visualization flexibility, empowering the team to manipulate intervals and create custom dashboards
- Dynamic reporting capabilities, allowing users to interact with the report in real-time and utilize collaboration tools to discuss performance, findings and next step

With the entire portfolio's data centralized, the collective bank team was able to:

Rework their response model. Instead of reacting to hot or cold calls, the service team leverages Switch's fault detection and diagnostics to proactively alert and investigate root cause to issue work orders before customers or employees take notice.

More effectively place their $1M capital budget. With visibility into the best and worst performing sites, the bank directly understands how the 3 KPIs (energy, comfort, maintenance) impact branch NOI. They use these indicators to prioritize capital projects for the sites that will drive bottom-line value.

Increase their NPV by $750K+. By targeting the right sites at the right time, the team drove project upgrade payback period from 5 years down to 3 years, increasing their NPV by more than 4x.

Accurately measure and verify building performance. Rather than trusting propertymanagement companies and mechanical contractors to complete the job the first time, the bank has real-time data to keep the team on scope, on budget and on time.

> **"** Once we started to analyze hot and cold call data, we could clearly track the health of each site, region and the whole portfolio. This allows us to effectively prioritize and address issues and reward our service teams based on their performance. **"**

Chief Technical Architect,
International Banking and Financial Services Company

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