

Case Study | Global Technology Retailer

Fortune 100 tech company slashes energy consumption by 7% and reduces truck rolls by 37%



The Customer Portfolio Overview

Internationally renowned Fortune 100 technology enterprise with a retail portfolio for consumer sales

Industry: Retail, Technology

Size: 80+ stores

Geography: North America

Retail Employees: 250

2018 Deployment Overview

49 new retail stores

360,000+ sq ft

The Opportunity

Upgrading to a data-based facilities management model to reduce costs associated with energy consumption and truck rolls

The tech retailer spent an estimated \$5 million on energy for their North American retail portfolio annually, a substantial cost the organization intended to reduce. The tech company also aimed to lower their volume of emergency truck rolls, with each third-party truck roll costing between \$500 and \$1,000 depending on urgency.

The organization's retail branch managers previously communicated with the third-party professional services firm by word of mouth - retail employees would call facilities management (FM) and provide a verbal description of onsite issues. Without access to performance data, FMs were unable to precisely

confirm root cause, severity or resolution. The professional services firm requested technicians in the hopes that they could identify and alleviate the problem in one visit. Neither the tech company employees nor the third-party FMs had a way to precisely measure and verify that dispatched technicians had effectively addressed onsite issues however, relying solely on the assurances of these engineers.

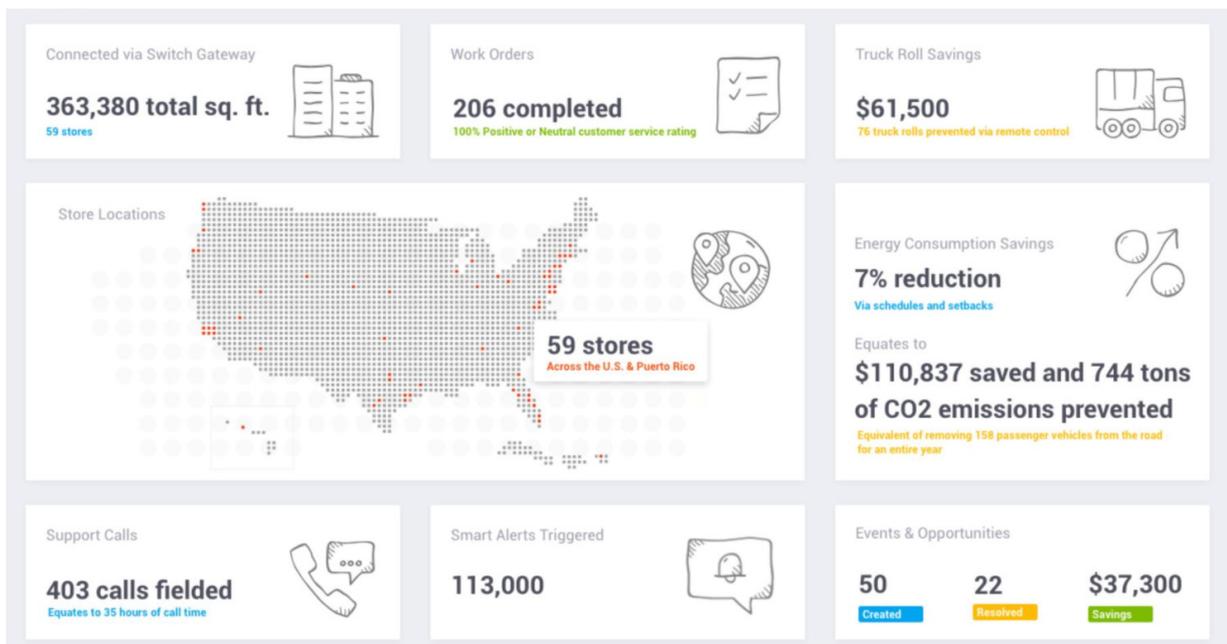
This traditional FM model also made it difficult to identify regional performance trends. As an industry-leading tech innovator, this Fortune 100 company wanted to modernize to a precise, data-based FM model.

The Solution

Deploying the Switch Platform to a further 49 retail sites

Building on the success of 2017, the tech retailer integrated an additional 49 retail branches to the Switch Platform in the second half of 2018, onboarding an average of 2 sites per week. The Platform enabled the tech company and the professional services team to drive fast, measurable improvements throughout their entire store experience for more than 55 of their North American retail branches, including:

- Tracking the integration process and branch performance in configurable workspaces, giving each team a single pane of glass for real-time portfolio information
- Fault detection diagnostics and Alerts that notify FM teams of potential or ongoing site issues
- A retrocommissioning audit, establishing where retrofits were necessary
- Continuous commissioning to monitor and optimize unit performance
- Seamless coordination between the tech company's employees, the external FM team and technicians to reduce and streamline truck rolls and maintenance
- Controlling lighting and HVAC scheduling directly from the Platform
- Switch Platform technical support





The Results

Reduced energy consumption by 7% and prevented 76 costly truck rolls

Both the tech company and the third-party FM team identified savings opportunities totaling nearly \$210,000 in 6 months. This figure represents 7% of the tech company's annual energy cost across nearly 60 sites. The Switch Platform also revealed that branch lights and HVAC systems across the portfolio were periodically left on overnight, contributing to large electricity loads. Switch and the professional services team addressed this inefficiency by rescheduling these systems through the Platform.

With site performance data now centralized and accessible in one customizable interface, the tech company is driving:

- Increased retail customer comfort with improved store environments
- Improved employee satisfaction due to better store conditions and processes
- Reduced branch energy consumption and operating costs
- A reduction of costly, high-priority technician site visits
- Decreased time between identifying and resolving store system issues
- Extended life of store systems by eliminating unnecessary equipment operating hours

The collective FM team uses the Platform to closely log Events, assign tasks and communicate ongoing site issues internally and with third parties using data analytics, screenshots and photos of actual building equipment on site. Because of this, the professional services team are now carefully briefed on each issue, verifying fixes through the Platform. There have been no site closures since the installation of the Platform and additional set points and scheduling have driven further building performance insight and optimization. With the 2018 Switch Platform roll out, the tech company and professional services organization:



**Prevented
76 truck rolls**



**Prevented 744
tons of CO₂
emissions**



**Created
\$209,637
in net savings**



**Achieved an
additional 22% return
on investment**