

Case Study | Shopping Mall

Leveraging real-time command and control for RTU commissioning



The Customer

Portfolio Overview

Global real estate owner, investor, developer and manager

Size: 200 buildings

Type: Office, retail, industrial, multi-residential and hotel assets

Asset Value: \$40 Billion USD

Geography: North America, Europe

Employees: 2,000+

Site Overview

Shopping Mall

800,000+ sq ft

200 retail stores

2 levels

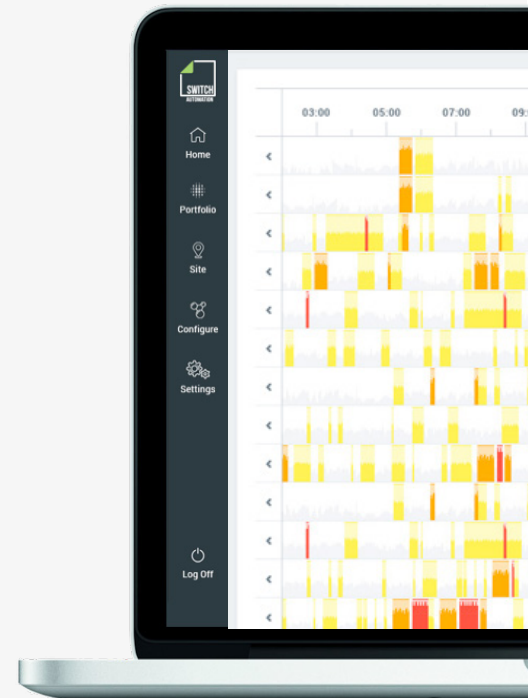
The Opportunity

Aggregating rooftop unit data to identify poor performance

40 rooftop units (RTUs) maintain a comfortable environment for mall tenants and patrons. This CRE organization implemented the Switch Platform to continuously monitor RTU operation and use alerts to identify when the RTUs performed outside of defined parameters.

- ▲ 30% of the RTU fans were not responding to BMS commands as directed.
- ▲ RTUs were not heating spaces to the programmed setpoints, resulting in cold space temperatures for each zone.
- ▲ These findings led to low comfort index ratings¹ compared to other sites.
- ▲ The malfunction was caused by control failures from the BMS.

¹The customer defined a comfort index that compares real-time space temps to the setpoint to provide a normalized metric for how well a building maintains a comfortable environment.



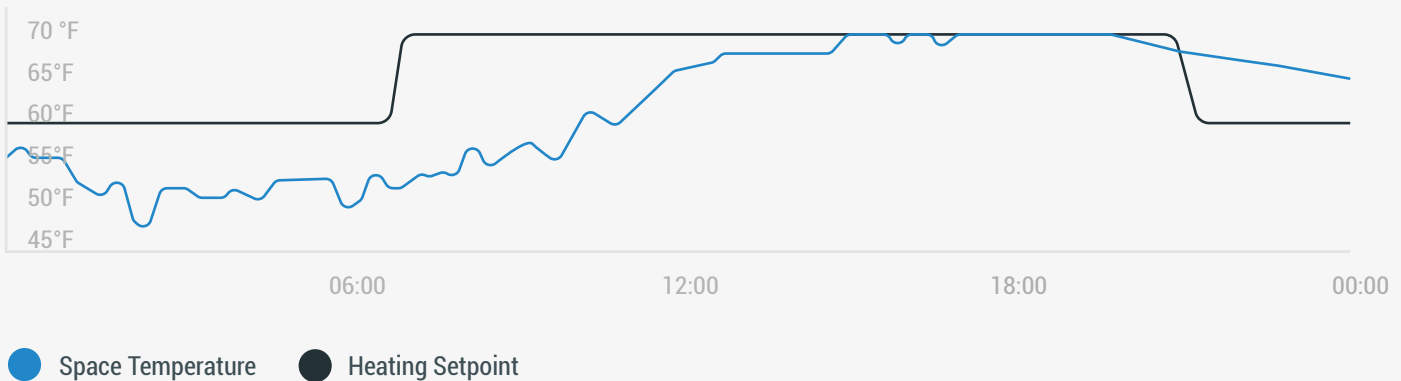
The Results

Achieving a 60% improvement in tenant comfort

Once aware of the BMS control failures, their team was able to:

- ▲ Mobilize their onsite facilities experts to confirm the findings.
- ▲ Engage the local BMS vendor to repair the impacted RTU controllers restoring functionality to the deficient 30%.
- ▲ Verify the repaired equipment is operating at 100% functionality.
- ▲ Increase occupant satisfaction and brand reputation by improving shopping mall comfort.

Heating Setpoint vs. Space Temperature



“The increase in e-commerce means that we have to do everything we can to renew high-value tenants. Keeping our tenants and their customers comfortable is key. The Switch team helps us with proactive maintenance, which is actually a huge competitive advantage.”

Regional Facilities Director,
International Property Management Firm

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