

Case Study | Performance Benchmarking



Premier shopping center uses Switch Scores to confirm rooftop unit upgrades and hold vendor accountable



The Customer

Portfolio Overview

One of the largest real estate companies in the U.S., managing a portfolio of shopping malls.

Industry: Retail

Size: 150+ shopping malls

Geography: North America

Site Overview

Premier shopping center

875,000 ft² of common area space

100+ stores

30 rooftop units (RTUs)

The Opportunity

Let the building tell you how it's performing, not your vendor

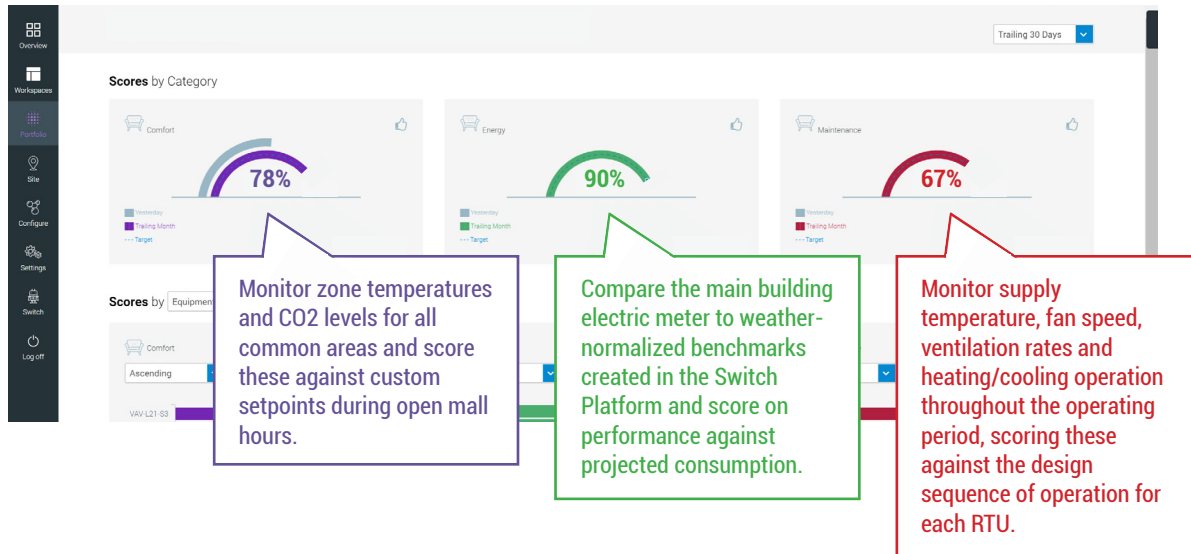
The owner of this large shopping center uses a third-party vendor for all building maintenance services. This maintenance vendor performs routine preventative services as well as on-demand support for all critical site issues.

The owner of the shopping center noticed a sudden increase in the volume and cost of critical issues occurring at the shopping center and decided to investigate the trend.

The Solution

Scores help analyze equipment and vendor performance

By deploying Switch Performance Benchmarking to observe portfolio-wide, site and equipment performance, the team could identify the root cause of these recurring issues; and create three scoring categories to continuously monitor all site equipment:

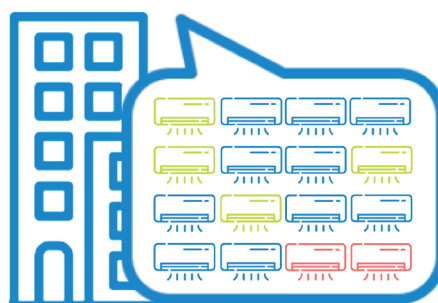


The team analyzed the Performance Benchmarking Scores to pinpoint underperforming RTUs and quantify the impact to common mall areas. A total of six RTUs were found to have performance issues that required the maintenance vendor to go on-site and repair mechanical and control issues.

The vendor provided a scope of work to the building owner and completed the job. Using the above Performance Scores, the building owner closely monitored the equipment to verify that the work effectively resulted in the desired performance. It was found that two units were still underperforming after the vendor said the work was completed.

In light of these results, the vendor returned to the site to address the remaining issues and complete the job properly — all at no additional cost to the building owner.

	Initial Equipment Scores	1st Vendor Service
RTU-03	43%	91%
RTU-05	34%	89%
RTU-09	57%	90%
RTU-19	41%	58%
RTU-20	36%	93%
RTU-30	59%	57%

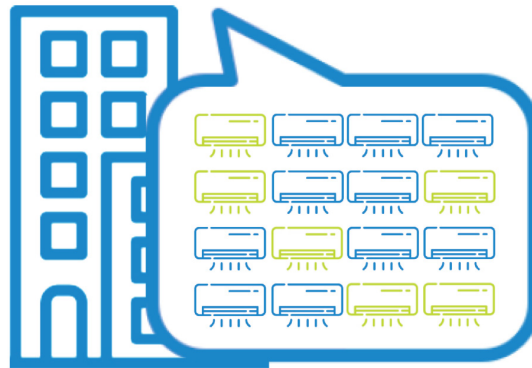


The Results

Data-driven maintenance services reduce ongoing operational costs

After this second round of fixes, the performance data confirmed that these two RTUs had been properly repaired, returning to their desired performance:

	Initial Equipment Scores	1st Vendor Service	2nd Vendor Service
RTU-03	43%	91%	
RTU-05	34%	89%	
RTU-09	57%	90%	
RTU-19	41%	58%	93%
RTU-20	36%	93%	
RTU-30	59%	57%	94%



Performance Scores are now used to continuously monitor building performance, and the Switch Platform alerts the building owner when critical maintenance events occur. Once the vendor confirms they have corrected an issue, their work is automatically verified by changes to the resulting unit performance scores.

“Performance Benchmarking has taken all the guesswork out of dealing with our site maintenance vendor. Before, we'd have to take their word for it – that a job had been done and done well – even if the customer feedback didn't reflect this. Being able to verify the quality of repairs means that we now have the leverage to demand further free repairs when necessary, keeping truckroll costs down.”

Retail Manager,
Commercial Real Estate Company

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