



MULTINATIONAL RETAILER GETS PROACTIVE ON ENERGY MANAGEMENT EMS CALLS

Many major companies with a portfolio of building sites invest in centralizing building data to better control energy consumption and respond to maintenance calls. But not all EMS monitoring solutions are created equal and designed to be proactive. Learn how a multinational retailer upgraded their EMS solution in favor of one that provided them with real-time data and support to help them drive energy decisions and troubleshoot daily issues.

ABOUT THE CUSTOMER

The featured customer is a multinational clothing company with over 500 retail locations in the U.S. alone. The client uses networked (BAS) systems across their North American operations which are connected through a central network infrastructure. The customer also utilizes a thirdparty CMMS ticketing platform, utility billing, and reporting platform - to get proactive insights needed to leverage the data between all the different systems they deployed to manage the building conditions.

THE CHALLENGE

The client wanted a monitoring solution built on being proactive, leveraging services driven by data and analytics. This monitoring solution would enable them to make more strategic energy decisions, meet specific energy goals, and move into predictive and proactive maintenance management.

The client also wanted to secure a robust U.S.-based **EMS (Emergency Management System)** call center service available 24/7 to respond to facility issue calls and alarms, and to be more proactive in servicing employee and customer comfort needs. Historically,

their EMS provider did not fix issues well, with the client constantly requiring escalation to their Building Automation System (BAS) or a truck roll for an on-site tech. Specifically, their former EMS provider did not address store and corporate problems, including temperature and mechanical issues on heating and cooling units. The client would continually have to escalate matters spending additional hundreds of thousands of dollars.

THE SOLUTION

Phoenix's **EnterpriseDX (EDX)** solution provides the client with real-time store and asset level information. They can leverage that data to assess location performance across their portfolio allowing them to:

- Prevent, predict, and take proactive action
- Identify opportunities for new energy savings
- Improve store conditions without sacrificing additional energy use
- Access historical and real-time data that informs their energy decisions

With Phoenix, the client also now has a comprehensive proactive alarm and Fault Detection Diagnosis & Optimization (FDDO) program using **EnterpriseDX Event Manager**, allowing them to be more proactive with maintaining store conditions and ensuring the HVAC equipment runs optimally.

THE RESULTS

Building Automation System (BAS) and Call Center

The client's top priorities of partnering with a knowledgeable proactive and predictive EMS monitoring company with a highly supportive call center is achieved through Phoenix's:

- Expert Energy Analysts with extensive knowledge of building controls, leveraging EDX for proactive and predictive management
- Extensive EMS team training on BAS control systems
 - This training ensures expert level troubleshooting without escalating issues to BAS—a great first line of defense!
- Flexible support for the needs of stores with more remote based work
 - Phoenix can better support the client's scheduling, system resets, and comfort complaints

EDX TOOLS

The client has access to vigorous tools through Phoenix, including:



A Building Intelligence Portal that provides enterprise-wide visibility with a consolidated view of data points to help address ongoing issues - particularly useful with stores that call in with the most issues. Phoenix also works with regional and national corporate support staff to address top callers and work weekly to get ahead of issues



EnterpriseDX Event Manager to proactively address issues on site affecting both employee and customer comfort, as well as energy issues



A BAS gateway built by Phoenix to pull data into EnterpriseDX



Corporate staff access to **EDX** to see real-time data as necessary along with the access facility and energy managers maintain