

# MULTINATIONAL RETAILER GETS PROACTIVE ON ENERGY MANAGEMENT EMS CALLS



**PHOENIX ENERGY**  
TECHNOLOGIES



## ABOUT THE CUSTOMER

This 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 third-party 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 building conditions.

## THE CHALLENGE

The client 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, including temperature and mechanical issues on heating and cooling units with the client constantly requiring escalation to their Building Automation System (BAS) or a truck roll for an on-site tech. This led to continually having to escalate matters and 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 while 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