

# PET RETAILER WINS BIG CUTS ENERGY USE AND SERVICE CALLS



## The Challenge

The customer sought a U.S.-based Energy Management Services (EMS) monitoring company to support their heavy call load. In addition, they wanted their chosen provider to utilize, centralize, and analyze data across their three building systems to isolate inefficiencies and uncover opportunities. There were three specific opportunities to evaluate, including:

- Optimizing energy use
- Optimizing equipment maintenance schedules and costs
- Avenues to leverage building data to take advantage of reducing pricing across utility energy agreements

## The Solution

Through EnterpriseDX modules, Phoenix integrates the customer's three disparate building systems, bringing store and asset-level information together in real-time. The integration is made possible through proprietary gateways that provide a software overlay across the customer's portfolio.

### Daily Call Center Support

Phoenix proudly offers a US-based EMS call center staffed with fully trained and skilled technicians who field store level requests and support requests. The call center also manages HVAC alarms and alerts to help the customer take proactive action each day.





### Out of Hours Accessibility

The customer can access their data 24/7 through web access via any browser enabled device therefore, affording them the ability to respond or react to a situation after hours.

## The Results

The customer has experienced exceptional results since partnering with PhoenixET and leveraging EnterpriseDX.

In just one year, the customer's gains include:

-  A 60% reduction in store and vendor support call volumes
-  Freed up hundreds of store manager man-hours in fielding complaint calls
-  Achieved savings target and significant ROI
-  Reduced maintenance truck rolls with an additional cost avoidance and hundreds of thousands saved

## About the Customer

Our customer is a large pet specialty retailer with over 1,400 retail locations throughout North America. The customer offers unique services that impact their energy use. They must maintain comfort throughout their stores for associates and customers. In addition, they house animals for adoption, boarding, grooming, and medical services in which safety and comfort are of utmost importance.