



# National Convenience Store Chain

Using Remote Technology to Prioritize over 30,000 EMS Alarms Daily



The Continuous Monitoring program provides results-oriented data to clearly understand and address the needs of store operators and customers while maintaining best practices in energy and maintenance cost avoidance, including predictive analytics, to address issues before they become apparent.

## THE OPPORTUNITY

With over 6,000 EMS-monitored sites and 150 HVAC/R vendors in North America, this nationwide convenience store chain needed an outside partner to step in to manage the EMS program. The objectives were clear:

- Decrease store-generated HVAC tickets through proactive dispatch while maintaining strict corporate standards
- Hold service providers accountable for “first-time fix”
- Hold EMS vendor accountable for quality commissioning practices
- Gather and report on resolution data
- Use technology to apply filter rules to the ~30,000 alarms that are generated daily

## THE PARTNERSHIP

The success of this program can be directly attributed to extensive and on-going training of the monitoring team. We have also placed an on-site resource in the client’s office so that corporate requests for information and action can be addressed in real-time.

## Program Highlights

ENGIE Services U.S. provided this national chain with energy reporting and analytics to help identify usage patterns, track costs, and implement a consistent energy management strategy across the entire organization. We achieved:

- Over \$3M in total energy/maintenance cost savings over the last 12 months
- Identified and initiated projects for 255 sites needing capital investment over the last 4 years
- 6,700 avoided truck rolls over the last 4 years
- Over 10,000 energy-impacting alarms dispatched over the last 12 months

### Technical Scope

By utilizing a “smart dispatch” diagnostic approach to all HVAC tickets (providing mechanical issue, reason for failure, time of failure, and notable patterns), we can provide technicians with clear direction prior to their arrival on-site. While reducing labor cost, smart dispatch also produces a measurable expectation for work that should be performed on a given ticket that can be validated on the back end and checked for quality.

### 3 DIMENSIONS OF IMPACT

With this strategy in place, this nationwide chain's energy management has resulted in bottom-line savings, improved operational efficiencies and continued data insights. The data helped to pinpoint and prioritize projects that provided the most immediate energy and cost savings.

ENGIE is committed to building three dimensions of impact in every customer's future:



#### Supporting People

- Increase staff productivity with reliable service expertise and supplier management



#### Saving Money

- Enable preventative savings through data insights and prioritize capital expenditures



#### Protecting the Environment

- Maintain schedules and set points to uphold energy standards across all sites with 24/7 troubleshooting