



National Retailer

Supporting A Pleasant Customer-Driven Shopping Experience



With over 100 retail stores throughout the U.S. and Canada, this national retail store significantly extended their existing Facility Management capabilities with a remote team of asset management experts.

THE OPPORTUNITY

Limited bandwidth in managing a complex portfolio of uniquely designed retail sites prompted this partnership with ENGIE Services U.S. This national retail chain has a variety of geographically and physically diverse buildings with equally diverse HVAC and lighting systems. To add to this, the stores have multiple energy management and building automation systems ranging in age, brand, and various levels of capability, standardization, and complexity. This customer required overall support managing these systems while meeting the corporate challenge to reduce energy costs and control comfort.

THE PARTNERSHIP

This retail customer was looking to reduce costs relating to energy, maintenance, and operations through improved insight into their store's facility systems. Through partnership with ENGIE, we began with data management and rate monitoring of utility expenses to establish portfolio analytics and benchmarking. We also started EMS and lighting monitoring services and enabled outlier and anomaly investigation services. The visibility and insights gained from the data and analytics support customer decisions on the implementation of EMS and other capital expense projects that have helped to further drive energy and maintenance expense reductions.

With a rapidly growing portfolio of sites, capital improvements, and changing EMS specifications, additional comfort and energy saving opportunities were identified

Program Highlights:

ENGIE Services U.S. provided this national retailer 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:

- Maintain a comfortable store environment in a portfolio of unique sites
- Correlating energy and site performance through outlier and anomaly investigation
- Managing an average 1,000 calls and 1,600 validated alarms per year
- Significant annual savings in avoided service calls



Technical Scope

Energy Management System (EMS) Monitoring (which includes):

- **Alarm Management** – HVAC & Lighting Alarm Monitoring response
- **Workflow Management** – work order ticket tracking of activities performed by ENGIE’s remote monitoring center and ability to manage call routing and dispatches thru the customer’s Call Management/Work Order system
- **Technical Troubleshooting Support** – phone-based assistance to 3rd party service providers while onsite at a customer location responding to issues with assets monitored by ENGIE
- **Configuration Management** – remote scheduling, setpoint and EMS setting adjustments
- **Site Performance Management** support (via detailed remote review of EMS) to identify possible reasons that a site’s energy consumption may be an Anomaly or Outlier. (Outliers are identified through an analytical report; anomalies are researched using the additional level of data available via the EMS/EMIS/BAS)
- **24/7 EMS Remote Monitoring & Call Center Support** providing remote resolution where possible
- **Field Services** (which includes):
 - . Advanced onsite and remote programming and management of EMS/BAS/Control systems
 - . Onsite controls systems configuration, troubleshooting, and repairs on an ad hoc basis supporting the EMS monitoring services
 - . Technical consultation and assessment of control systems on an ad hoc basis

through regular team meetings to review specific site and project data.

EMS alarm monitoring and call handling processes were updated to support these projects with remote validation, scheduling, setpoint and setting standardization as well as call center dispatch and project tracking/visibility.

With defined processes, business rules, and escalation methods, ENGIE provides on-going, reliable support that delivers repeatable results.

3 DIMENSIONS OF IMPACT

With this strategy in place, this retail customer’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