

CUSTOMER SPOTLIGHT:

Enel X's Energy Intelligence Software Reduces Operational and Maintenance Costs for Retail Banking Branches

Brookfield Global Integrated Solutions (BGIS) provides turnkey facility management services for its commercial real estate customers. To help manage costs and optimize operational performance at the site level, BGIS formed a strategic partnership with Enel X to integrate real-time energy monitoring, fault detection, and remote control capabilities for a pilot program across 10 select retail banking sites in North America. BGIS realized an average of 20% in energy cost savings across the properties involved in the project, with some sites reporting savings as high as 35%.



Commercial Real Estate Industry



10 Retail Sites



76 Identified Measures



35% Energy Costs Saved

The Challenge

Although energy and maintenance can account for a substantial amount of operational costs in the retail space, few businesses have the resources to get them under control. Problems stemming from issues like faulty HVAC equipment, inefficient startup and shutdown procedures, and overlooked weekend and holiday schedules can long go unnoticed, creating problems that can range from unnecessary costs on energy and maintenance to unidentified safety issues with equipment in the buildings. Additionally, fixing these issues often requires dispatching technicians to the site, which can be costly and disruptive to providing an in-store experience that will attract and retain customers.

To solve these problems for a retail banking customer, BGIS would require visibility into operational data to identify the root causes of these issues, insights into how they can resolve them, and remote control capabilities to implement these measures while keeping maintenance costs and disruption to a minimum.

The Solution

Automatically Identifying Opportunities to Improve Operations

BGIS deployed Enel X's energy intelligence software to continuously monitor and analyze data created by building automation systems, smart equipment sensors, and baseboard and lighting controllers at 10 of its customer's sites. Enel X's platform automatically identifies the issues causing anomalies in energy and operational data, such as simultaneous heating and cooling, opportunities for preventive equipment maintenance, or discrepancies between the buildings' equipment runtime and occupancy hours. The platform then pushes notifications to analysts working at the BGIS Global Command Center, complete with recommended actions to resolve them.

Remotely Implementing Fixes to Reduce Unnecessary On-Site Maintenance

BGIS analysts are equipped with the ability to adjust equipment and implement energy efficiency measures remotely from the BGIS

Global Command Center, helping to reduce costly service calls and on-site maintenance. When BGIS needs to deploy technicians to make repairs or adjustments on-site, Enel X's platform provides mobile access to in-depth information, helping to eliminate guesswork and reduce time spent at the site. Project tracking tools enable stakeholders across teams and locations to collaborate and stay up-to-date on the status of a maintenance call.

Results

In less than a month, Enel X's energy intelligence software helped BGIS improve efficiency and reduce costs at the site level by:

- > Optimizing equipment shutdown procedures
- > Eliminating simultaneous baseboard heating and HVAC cooling
- > Aligning operational schedules with holidays and weekends
- > Using remote triage and control capabilities to reduce service calls and time spent on maintenance

As a result, BGIS was able to implement energy efficiency measures that resulted in average energy cost savings of 20% in its customers' buildings, with some sites reporting savings as high as 35%.

In addition to energy cost savings, the remote control capabilities will reduce operations and maintenance costs, while the added visibility will extend the useful life of critical equipment installed in the buildings. This will play a valuable role in helping the customer avoid capital investments in new equipment over the long term. For example, the data revealed that equipment in one of the buildings was overheating, enabling BGIS to mitigate a potential safety risk before it could cause extensive damage. Over the long term, the ability to diagnose and fix these kinds of issues proactively will reduce the need for capital investments.

Based on the success at these sites, BGIS' customer is exploring a deployment across its entire North American portfolio. BGIS now offers this capability to its entire commercial real estate customer base.

“This robust and cost-effective solution helps us deliver stronger business cases to our customers, translating kilowatt hours into real dollars, with a very attractive return on investment. We are so confident that our clients will realize results that BGIS will guarantee energy savings.”

— Gord Hicks, CEO, Americas, BGIS