

Case Study



A retailer saved an estimated \$2.9 million in adjusted energy costs over a 16-month period

24/7 expert remote support contributed to improved equipment efficiency across more than 6,000 store locations.



The Customer

A nationally recognized American retailer specializing in automotive parts and accessories, known for its commitment to reliable service and convenient vehicle maintenance solutions.

The Challenge

The retailer sought to enhance customer experience by maintaining comfortable, energy-efficient, and consistently operated stores throughout its nationwide footprint. However, the diversity in equipment types – spanning various makes, models, and ages – posed challenges to achieving uniform performance and maintenance standards.

Key objectives included:

- i) improving visibility and control across all sites,
- ii) streamlining equipment maintenance, and
- iii) managing energy demand while pursuing cost reductions and advancing ESG and carbon-reduction goals.

The Solution

To address these challenges, the retailer engaged Carrier ABOUND and its Carrier Customer Command Centers. These centers, staffed by experienced analysts and domain experts, provided continuous remote support aimed at optimizing equipment performance and energy efficiency.

Leveraging HVAC and Building Automation System (BAS) expertise, the team applied a systems thinking approach to proactively identify and remotely address operational issues. Energy-saving measures, such as standardized operating setpoints and enhanced ventilation management, were implemented across store locations, contributing to measurable improvements.

The command center team also responded to schedule change requests within hours, adjusted system settings to support store operations, and conducted regular equipment health checks to promote efficiency and longevity. Work orders were managed promptly, and technicians received remote support for technical tasks. The retailer also benefited from consistent reporting that improved visibility into service quality and energy performance.

The Result

Carrier Abound's proactive remote support and domain expertise contributed to improved equipment performance, enhanced energy efficiency, and streamlined operations across the retailer's network. These efforts supported cost reduction initiatives and helped elevate the customer experience.

Reported outcomes from the engagement over the course of 2023 and 2024 include:

- i) Over **18 million kWh** in energy savings
- ii) **Over 94% of store support calls answered within 30 seconds**
- iii) **More than 1,500 work orders resolved remotely**, reducing reliance on on-site technicians and associated costs
- iv) **19 data-driven operational strategies were newly implemented** and adopted across stores, showcasing their effectiveness and offering long-term value

Note: All performance metrics are based on internal estimates and operational data provided by the retailer and Carrier Abound. kWh savings are calculated as per the International Performance Measurement and Verification Protocol. Actual results may vary depending on store conditions, equipment configurations, and other operational factors.

Write to us at abound@carrier.com for more on how we can help your company achieve its business and sustainability goals.

About Carrier Abound

Carrier Abound provides digitally connected lifecycle solutions and services for diverse building portfolios. The solutions and services enable building management to see deeply and broadly across their assets, prioritize and act on real-time insights, and refine, adapt, and scale on a continual basis to improve energy efficiency and asset performance, enhance occupant comfort and productivity, and streamline compliance reporting. Carrier Abound is part of Carrier Global Corporation, global leader in intelligent climate and energy solutions.

For more information, please visit abound.carrier.com and join the conversation on [LinkedIn](#).

