



## Managed Energy and Operations Services for buildings.

Managed services amplify the impact of the Abound™ Predictive Insights platform to optimize operations of a portfolio of buildings and enable businesses to achieve sustainability goals.



Organizations, for whom buildings are integral to their business, need to deliver a great experience to occupants in an energy efficient manner, with limited resources of time, budget and manpower. The Abound Predictive Insights solution empowers operations and facility teams of organizations, to overcome these challenges, with predictive insights and recommendations to achieve efficient equipment operations and maintenance. However, success is dependent on the proper implementation and the timely application of recommendations. There is also a need to manage change – to enable internal teams and vendor partners to adopt the technology tools and flourish. This may be overwhelming and distracting from other business priorities. The managed services model is the solution to this. It enables the successful adoption and implementation of technology tools, to drive results.

Abound Managed Services enables facility managers to realize the value of the Abound Predictive Insights solution. The aim of our managed services is to deploy technology and human expertise to make operations of a portfolio of buildings, more proactive. We offer centralized visibility, insights and remote actions that enable achieving key business goals:



Improved Energy Efficiency



Enhanced Compliance and Occupant Comfort



Reduced Maintenance Costs

The reduction of energy consumption and the number of field visits to buildings (through higher number of remote interventions), reduces the environmental impact of building operations – enabling organizations to achieve sustainability goals as well.

## Managed Services that transform equipment operations and maintenance

Traditionally, Managed Services providers focus on individual buildings or sites, and aim to solve problems, such as equipment downtime or addressing alarms, at those sites. We look at the whole portfolio of sites and aim to prevent the problems from occurring and even alarms from being raised. We do this proactively acting on predictions from our Artificial Intelligence platform, using our Carrier Customer Command Centers.

The platform is technology-agnostic and can work with 27 categories of equipment (HVAC, Refrigeration, Lighting, Controls, etc.) typically found in a portfolio of sites. The platform enables facility managers with predictions and clear prescriptive recommendations on the necessary actions to be taken, to better manage the connected equipment.

The Carrier Customer Command Centers are teams of skilled analysts, data scientists and domain experts who manage requisite site interventions, define action plans and ensure their comprehensive completion in a timely manner. They offer remote commissioning, monitoring, diagnostics and remote support for operations and maintenance. The teams' proactive nature and use of a systems thinking approach, is what makes the command centers unique.

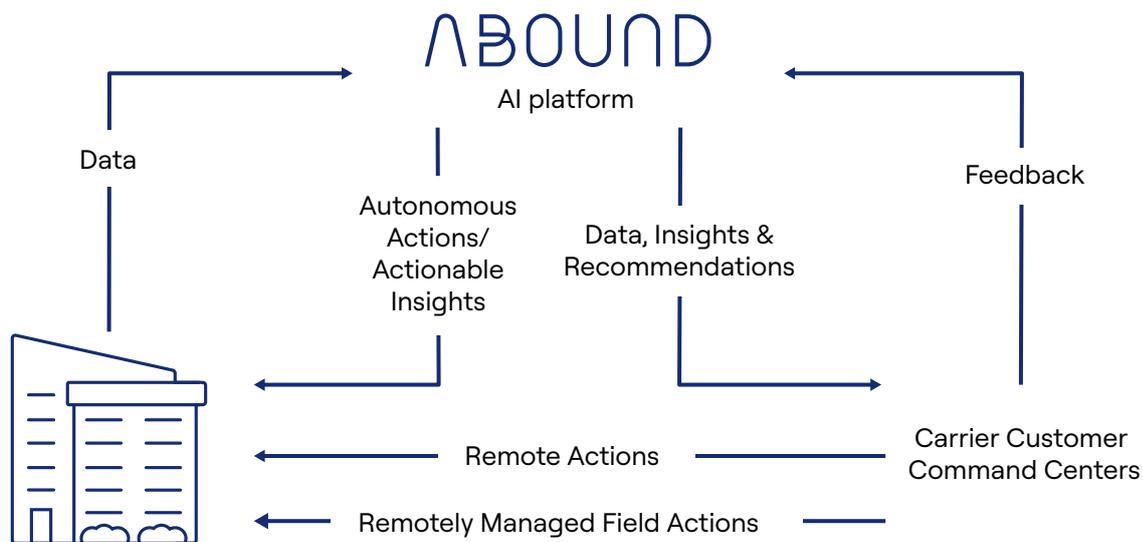


Figure: Our model of delivering Managed Services to transform equipment operations and maintenance

## Our Services

<h3>Maintenance Management Service</h3>		<p>Remote interventions to optimize maintenance costs and ensure higher uptime of connected equipment.</p>
<h3>Energy Management Service</h3>	<p>Remote interventions to optimize energy consumption and demand.</p>	
<h3>Operations Support Service</h3> <p>Remote commissioning of equipment. The team supports Moves, Adds and Changes of equipment connected to BuildingAutomation.</p> <p>Remote support for actions such as scheduled changes and setpoint changes.</p> <p>24/7 support for quick, response to store calls.</p>	<p>Demand response support.</p> <p>Measurement &amp; Verification (M&amp;V) of achieved savings.</p>	<p>Coordinated and remotely enabled field dispatches to reduce number of visits to stores and improve first-time fix at stores.</p>

Our managed services also take care of the service management aspect. Adherence to agreed service levels such as the number of calls handled, the response time to such calls, the time for resolution of the calls and the time any issues are open beyond agreed thresholds, are recorded and reported to give clear visibility into service operations.

## Success Story

A leading retailer with over 2,000 stores in North America, selected our Managed Services offering to digitally transform their building operations in 2013. We integrated our AI technology to monitor energy usage, HVAC systems, and lighting. Over the course of the last 10 years, they have digitally transformed their building operations – to be more proactive, leveraging predictive insights and automation from our AI and IoT platform, combined with the 24/7 support from our Carrier Customer Command Centers. In the same period, they have been able to increase savings per year, from less than 5% in the first year of the engagement to over 24% in the 10<sup>th</sup> year. There was an average reduction of 4 work orders per store per year and an increase in mean time between failure of HVAC equipment by over 26%. We also enhanced comfort by maintaining an average of over 94% temperature compliance against policy setpoints. In this way, our Managed Services enabled the retailer to achieve its business goals while making store operations more sustainable.



Write to us at [about@carrier.com](mailto:about@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 [about.carrier.com](http://about.carrier.com) and join the conversation on [LinkedIn](#).

