



## JOANN Inc. digitally transforms their store operations

The retailer saved over 50 million kWh in 4 years while optimizing equipment maintenance.

### The Client

JOANN Inc. (Jo-Ann), a leading American specialty retailer with over 700 stores across 49 states in the U.S.A, with an average area of 17,000 sq. ft., per store.

### The Challenge

JOANN has always focused on delivering an exceptional customer experience. As the business grew, they sought to improve store comfort levels while reducing energy and maintenance costs. To realize this vision, JOANN engaged Carrier Abound.

### The Solution

The Carrier Abound team gathered data regarding store operations, energy spend and equipment breakdown scenarios from the existing building management system (BMS). We mapped the store network and analyzed operations of the over 700 stores with roughly 5,000 Heating, Ventilation and Air-Conditioning (HVAC) systems to discover energy efficiency and store operation improvement opportunities, and deployed two services:

**A 24/7 Energy Management System (EMS) Support Service:** To respond to store complaints earlier and resolve them more quickly, our BluEdge™ Command Centers—consisting of data scientists, control engineers and domain experts—were engaged. The team remotely diagnosed and resolved store issues related to lighting, HVAC, and occupant comfort, thus reducing technician dispatches. The team transformed the field maintenance process where stringent measures to validate technician dispatches and the clubbing of multiple issues in a single dispatch were implemented. Also, specific information was provided to the technicians prior to their visits to enable effective repairs.

Remote verification of repair effectiveness was done to avoid repeat store calls and dispatches. Proactive weather monitoring and severe weather actions, repeat call analysis and actions on the root cause were provided to improve store comfort. Overall changes were managed by working proactively with various stakeholders.

**An Energy Efficiency & Analytics Service:** Based on the analysis of existing store and equipment energy consumption data, the team identified energy-saving and process optimization opportunities. These opportunities are related to HVAC, lighting, and site-level assets including sensor calibrations and security systems. The team deployed over 20 relevant saving strategies from a vast library developed over the years.

### The Result

JOANN observed results in terms of cost savings, maintaining optimal thermal compliance and reducing equipment downtime. Deep analytics-based control strategies were deployed to address the identified opportunities in terms of standardizing policies and increasing the number of remote resolutions.

Key Results:

- Over 50 million kWh saved since 2018. This is equivalent to the reduction of 35,000 tons of CO<sub>2</sub> emissions.
- Results in 2022:
  - 11.3% average monthly energy savings
  - 80% work orders managed through remote actions, reducing technician dispatches
  - 98.% adherence to Service Level Agreement (SLA) for order response and resolution
  - 14,000+ proactive actions taken to reduce energy savings



**This engagement won a 2023 Environment + Energy Leader Top Project of the Year Award**

"The program is a key part in enabling us to move towards achieving our sustainability goals. It has provided us with energy optimization opportunities and aids, along with other corporate initiatives, to reduce our carbon footprint. It's great that this engagement contributes to larger environmental improvement opportunities, and we're pleased that it continues to grow in its value."

**David Geibel**

Manager, Store Facilities & Energy, JOANN

Write to us at [abound@carrier.com](mailto: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.

For more information, please visit [abound.carrier.com](https://abound.carrier.com). Join the conversation on [LinkedIn](#).

