

Big-box retailers get big results from AI and IoT driven remote services








The retailers digitally transformed their maintenance processes, improved temperature compliance, and saved energy costs.

At Carrier ABOUND, we use the Internet of Things (IoT) edge devices, an Artificial Intelligence (AI) platform and human expertise to enable retailers to efficiently manage equipment operations. Our services are easy to launch (we complete all the necessary integration activities), help deliver positive quick cash-flows and can be scaled from a few hundred stores to thousands. The ABOUND™ Edge system offers edge connectivity and control, predictive actionable insights and autonomous actions are offered by the ABOUND Insights platform and 24/7 remote support and proactive actions are offered by the BluEdge™ Command Centers.

Our services enable retailers to collect information from all connected devices like Heating, Ventilation and Air Conditioning (HVAC) systems, refrigerators, and lighting to effectively manage their facilities through predictive insights. Retailers can easily monitor critical components such as temperature and humidity and help create a better indoor environment in their stores. The main aim of our services is to enable retailers to digitally transform their operations - to make them more predictive and proactive.

Our services are deployed globally across more than 55,000 stores of large national retailers, saving over 6 billion kWh, while improving occupant comfort, helping achieve sustainability goals, improving maintenance processes, safeguarding inventory, and reducing costs. Turn the page for a quick look at a few success stories.



	A large home improvement retailer	A specialty retailer – office supplies	A specialty retailer – crafts and fabrics	A specialty retailer – pet and pet care	A chain of discount department stores	A large consumer electronics retailer
 <p>Connected network (Results are against respective baselines)</p>	2100+ stores	1,300+ stores	700+ stores	1,450+ stores	2,100+ stores	1,200+ stores
 <p>Energy savings</p>	24% energy savings over baseline	8% energy savings in 23 Months	11% average annual energy savings	8% energy saving in 4th year of engagement	104 million kWh energy savings over 4 years of engagement	13% average annual energy savings achieved compared to the baseline year
 <p>Remote resolutions and support</p>	80% work orders were remotely resolved	82% work orders were remotely resolved	80% work orders were remotely resolved	90% of store complaints for lighting and HVAC were remotely resolved	45% work orders were remotely resolved	
 <p>Additional highlights</p>	94% temperature compliance	The project was cash positive from the start	98% average annual response and resolution SLA	95% temperature compliance maintained for store operations during the last year of engagement		8% The retailer achieved the US Department of Energy Better Buildings Challenge goals in 2014, six years ahead of schedule
 <p>Awards and recognition</p>						

We empower big-box retailers with edge connectivity, actionable insights, and remote services to lower energy consumption, implement demand response programs, enhance occupant comfort and launch predictive maintenance. The retailers are enabled to become more proactive and reduce operational costs, minimize equipment downtime, and adhere to store operating policies. As a result, they are able to serve their customers better with an inviting store experience and reduce their carbon footprint too.

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.

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

