

CUSTOMER SUCCESS STORY

Discount Retailer Integrated Solutions

Improving our planet and improving your profits,
one building at a time.

Discount Retailer Integrated Solutions

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Within our Facilities Management Group, the value of ENTOUCH is greater than we anticipated. We now have visibility into each RTU, not a general overview of our HVAC at each location. We know when a unit begins to underperform and can take repair level action instead of replacing a unit. ”

Can you believe our discount retailer opened its first retail location in 2011? Over this time, the company has grown from a single location to an international retail powerhouse. They now operate more than 1,400 stores across Canada, with plans for 700 new sites soon. And what do they use as their secret sauce? Like many other companies in today's economy, energy efficiency and low carbon solutions focused on sustainability without sacrificing profitability or growth potential.

SITUATION

Our discount retailer didn't have a clear idea of how much energy they were using, but they knew they could do better. With expansion plans for another 700 sites on their horizon and maintenance being such an expense, it wasn't clear how to reduce costs while reducing their carbon footprint. Overall, the discount retailer had difficulty with its incumbent energy management company and started searching for a better provider.

CHALLENGE

ENTOUCH and the discount retailer piloted a three-store pilot in 2019, incorporating a comprehensive energy management and lighting controls solution. Due to the global pandemic, the installation process was also a challenge. After the pandemic hit, most of the discount retailer locations were shuttered. After re-opening, the ENTOUCH installation crews

The satisfaction of delivering a proven, efficient and reliable solution **while continuing to provide long-term savings is critical to ENTOUCH.**



360°
SERVICE

24x7
MONITORING

performed their work after operating hours, in personal protective gear, and under stringent cleaning protocols.

The ENTOUCH Customer Success Team was able to help the discount retailer get back on track and work towards delivering successful customer experiences in 2020. The pilot successfully saved more than 14% in energy savings, which led to the implementation of the energy management solution across 100 locations. ENTOUCH offered significant support from its solution at each location, saving more money.

SOLUTION

The most significant benefit delivered by ENTOUCH was visibility. It enabled the discount retailer's store staff and the facilities team to contribute toward sustainability goals, improved performance, and lowered costs with a solution that they could control remotely – given their resource constraints.

With such a slim margin for error, it's no wonder that many companies put all their emphasis on production rollouts. However, at ENTOUCH, we know how much impact this one thing can make when you're outsourcing your services and still need information about what equipment is down or if they require maintenance – especially since these days everything seems to be automated.

The satisfaction of delivering a proven, efficient and reliable solution while continuing to provide long-term savings is critical to ENTOUCH. Our ability to promise savings is important while troubleshooting and producing actionable data is an enormous difference ENTOUCH delivers.

To maximize value, our discount retailer chose the ENTOUCH.360 service that provides 24x7 monitoring and a concierge service that includes a lifetime warranty covering any hardware replacement, thereby maximizing their financial return while eliminating any unexpected costs. ENTOUCH offers a robust reporting system enabling the discount retailer to understand what is happening with the HVAC unit: outside temperature, humidity, etc. Many locations are in aging buildings with outdated thermostats and limited facilities staff at the corporate and field level. Remotely maintaining their stores is an ideal solution.

From 2019 to 2020, the discount retailer commissioned the first phase of 100 locations. This successful proof-of-value (POV) for ENTOUCH.one and lighting controls were done during this period which paved the way



OPERATING
550+
SITES FROM
1
LOCATION

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Our team member resources are limited, but with the addition of the ENTOUCH energy management solution, my team can focus on other pressing projects. We can achieve more with the same resources. ”

towards their expanded energy management solution with dollar savings expected in 2021.

INSTALLATION PHASE 1

The ENTOUCH.one thermostat replaced the outdated, multiple versions of thermostats while upgrading to our proprietary smart thermostats with real-time monitoring and optimization for building HVAC system controls from remote areas through one dashboard. The upgrade allowed the discount retailer visibility into all their locations' HVAC systems which are now monitored remotely by an easy-to-use interface at any given moment in time.

After only a few weeks, the rollout was placed on hold while the world came to a halt as the Coronavirus pandemic swept across countries. After several weeks, the Canadian Government allowed the discount retailers to re-open as an essential business. Shortly after re-opening, the discount retailer allowed the ENTOUCH rollout to continue with the agreement ENTOUCH would perform installation outside of the discount retailer's operating hours, wear personal protective gear (PPG) and abide by stringent cleaning protocols.

INSTALLATION PHASE 2

The Director of Facilities Operations is a seasoned professional who had the foresight to see what ENTOUCH could do for his company. He was able, with some lobbying, to convince management that it would be worth continuing the rollout at 150 more sites.

ENTOUCH continued to rollout our smart thermostats, allowing more comprehensive visibility across the discount retailer portfolio of stores.

INSTALLATION PHASE 3

After the second phase, the discount retailer was impressed with ENTOUCH's proven solution and found that having visibility to all their locations offered important benefits, and the energy consumption reduction was demonstrated. They added lighting to all phase 3 locations and load control equipment which helped them maintain quality standards.

ENTOUCH pivoted, making adjustments to the rollout plus retrofitting all phases 1-2 location rollouts, so now all locations are uniform.

KEY BENEFITS

The discount retailer is a Canadian retail chain needing a new energy management system with greater flexibility, service, and cost savings.

“ When the pandemic shut our stores, sales slowed, and uncertainty set in. As we evaluated our current projects, ENTOUCH provided energy and operations savings at a high rate of return. We couldn't keep the rollout from completing. ”



BEST-IN-CLASS EQUIPMENT

ENTOUCH's smart thermostat yielded reduced energy consumption, improved facility comfort, and lowered operating and capital expenses. This resulted in fewer maintenance truck rolls, allowing the company to focus on proactive maintenance to extend the life of its facilities' assets.



RAPID DEPLOYMENT, INSTALLATION, AND RETROFITTING OF EQUIPMENT

Each system required a different installation skill set. ENTOUCH's trained and qualified technicians installed equipment on time, on budget, and with exceptional quality. This helped increase the discount retailer's confidence in ENTOUCH and our solutions.



ENTERPRISE LEVEL VIEW

Discount retailer's facilities team was under-resourced and over-burdened. With locations to monitor, a centralized cloud-based view of the discount retailer's operations and equipment was critical. ENTOUCH's automated fault detection solution identified underperforming assets so the client could focus its limited labor resources on priority sites. Leveraging easy-to-read, sophisticated dashboards, the facility management team gained immediate awareness of asset conditions and operational costs, enabling them to adjust and correct systems in real-time proactively.

KEY BENEFITS



OPTIMIZATION

Once the discount retailer had command of its operating environment, they found that optimizing the performance of its assets provided verifiable results. These results would drive the highest return on their investment and are critical to their executive team. ENTOUCH's connected, transparent facility ecosystem gave the discount retailer the insight needed to make decisions and enhance control proactively. The discount retailer created a sustainable environment marked by low cost, high-efficiency, enhanced margins, and a robust bottom line.



IMPROVED INDOOR AIR QUALITY

During the pandemic, ENTOUCH implemented indoor air quality checks to ensure fresh, clean, air levels in every location. ENTOUCH exhausted air from rooms, refreshed environments, and helped save money on HVAC system costs.



NO DOWNSTREAM HARDWARE COSTS

ENTOUCH.cloud enables best-in-class service to ensure the customer's buildings are comfortable, running well, and within corporate standards. The 24x7x365 monitoring allows the customer to focus on preventative maintenance instead of costly equipment replacement, and reduces down time when repairs are needed.

ABOUT ENTOUCH

ENTOUCH.one is a fit-for-purpose suite of devices that collects all the data from your facility's systems needed to transform your operations and make better decisions digitally. Our ecosystem includes our controller—the smart thermostat, lighting and load control, utility-grade energy meters, and wireless sensors to monitor everything from in-room temperature and indoor air quality to all of your refrigeration assets. Our patented technology stack and unmatched experience with nearly 90,000 installed devices, coupled with our mobile installation app and cloud-based commissioning tools, produce simple, fast, high-quality one-and-done installations that do not disrupt your business.

To learn more about ENTOUCH's smart building solutions, visit www.entouchcontrols.com