

CUSTOMER SUCCESS STORY

Print and Ship Provider

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

Print and Ship Provider

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The high-integrity culture of ENTOUCH made a big difference. They offered the best customer success team in the business.”

SITUATION

A Print and Ship provider has 1,750 locations in North America and serves businesses and individuals. In 2017, the company wanted to implement a sustainability plan that would reduce energy consumption, improve facility visibility, increase asset life, and lower maintenance expenses at its stores, allowing it to apply savings to the bottom line. A team of 13 employees from real estate, finance, sustainability, maintenance/energy, strategic sourcing and distribution, and design was assembled to research potential solutions.

CHALLENGE

The Print and Ship provider's primary concern was meeting its sustainability goals, especially reducing energy consumption. The company set an ambitious target to cut energy use in its stores by 15%, which is challenging with any provider, and even more so when many locations are open 24 hours a day, seven days a week.

The Print and Ship provider's plan faced a considerable obstacle — they did not know what HVAC assets they had, such as how many rooftop units were in place at each store. It would cost millions of dollars to inventory every location to collect this information.



**UNRIVALED
SERVICE**



**SUBSTANTIAL
GROWTH**

20%,

**AVERAGE ENERGY
SAVINGS**

Another major challenge was with humidity levels inside the stores. If the humidity is too high, the copy machines jam more frequently and the paper begins to curl, decreasing productivity and increasing the amount of time it takes to complete print jobs. Since printing is such a big part of its business, managing humidity levels is critical.

SOLUTION

After evaluating and testing several options during a one-year pilot, the Print and Ship provider chose ENTOUCH for its technology stack, an integrated and validated ecosystem of proven solutions including:

- » **ENTOUCH.one** – a fit-for-purpose suite of devices that collects all the data from a facility's systems needed to digitally transform operations and make better decisions
- » **ENTOUCH.cloud** – takes raw facilities data, performs predictive analytics, and converts the data into actionable intelligence
- » **ENTOUCH.360** – best-in-class service to ensure buildings are comfortable, running well, and within corporate standards

ENTOUCH created a complete inventory of all of the Print and Ship provider's assets by location, make and model, since teams were already visiting each store to install ENTOUCH.one devices. ENTOUCH also solved the in-store humidity problem by initiating humidity level reports on a regular basis. The Print and Ship provider also can check humidity levels by accessing the ENTOUCH.360 portal.

In addition, the Print and Ship provider asked for assistance with work order tickets. The company uses computerized maintenance management software (CMMS) to manage help tickets and wanted to have these tickets logged in their CMMS. ENTOUCH integrated the Print and Ship provider's CMMS, greatly increasing visibility, and significantly improving work order management. This reduces both unnecessary truck rolls and the time maintenance technicians spend on site by providing them with detailed information about system issues.

Throughout the process, ENTOUCH delivered fast, seamless installation at the pilot sites; performed thorough and transparent assessments of the system performance; and met or exceeded the anticipated energy savings. This complete turnkey solution gave the Print and Ship provider the confidence to scale from 11 stores to 1,600 in just five months.

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The savings we reap from ENTOUCH are like gold. ”

RESULTS

The Print and Ship provider has reduced energy consumption by more than 20% surpassing ENTOUCH's original estimate of 14% and saving the company over \$4.4 million per year. In addition to energy savings, our Print and Ship provider experienced a reduction in work orders from 7,719 to 6,052 annually. Their HVAC On-Demand repair and maintenance spend was reduced by more than 45% during the first year. Many locations are saving 16% to 18% or more annually.



SUSTAINABILITY IMPACT

The impact on the Print and Ship provider's ESG initiatives, particularly sustainability, was better than anticipated.

- 20.1% kWh reduction in carbon emissions
- 29,201 acres forest saved in one year
- 8,600 tons of waste recycled instead of landfilled
- 31,632,950 kWh saved

KEY BENEFITS

The multi-state Print and Ship provider has over 1,750 locations and needed a new energy management system with greater flexibility, service, and cost savings. However, its round-the-clock operation meant that the company couldn't simply turn everything off to cut energy costs.



BEST-IN-CLASS EQUIPMENT

ENTOUCH's smart thermostat yielded reduced energy consumption, improved facility comfort, and lower 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 skillset. ENTOUCH's trained and qualified technicians installed equipment at all 1,750 sites — on time, on budget and with exceptional quality — in a short six-month period. This helped increase the Print and Ship provider's confidence in ENTOUCH and our solutions.



ENTERPRISE-LEVEL VIEW

The Print and Ship provider's facilities team was under-resourced and over-burdened. With hundreds of locations to monitor, a centralized cloud-based view of the company's operations and equipment was critical. ENTOUCH's automated fault detection solution identified underperforming assets so the client could focus its scarce 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 proactively adjust and correct systems in real-time.



OPTIMIZATION

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



ASSET INVENTORY

Since ENTOUCH's installation team was already visiting each location, we provided an asset inventory of all energy equipment at every store. This helped Print and Ship provider understand the age and type of equipment on site without having to use its facilities team to undertake this massive and costly task.

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