

## TRADE SERVICES

### HVAC/R and EMS Case Study



**A national retailer improved emergency work order response times by 39%, reduced average spend, and implemented a regional PM plan.**

#### Overview:

A national retailer with thousands of stores required an HVAC/R and Energy Management Services (EMS) solution to help them budget more efficiently and manage seasonal expense variations. This case study highlights preventative maintenance implementation benefits that one of our retail clients experienced with FacilitySource's HVAC/R and EMS trade services over a two-year period.

#### Challenge:

Controlling expenses throughout the year can be difficult, and it's hard to build an accurate budget when costs accrue differently month-to-month. Service requirements fluctuate by season and geography, and these changes in regional maintenance scope can affect work order response times and the reliability of scheduled services. And, when you're dealing with thousands of locations in your facilities portfolio, finding a solution that fits your unique requirements becomes that much more challenging.

A retailer with thousands of stores had long struggled to control HVAC/R maintenance costs across their portfolio. Response times for both emergency (reactive) and scheduled (preventative) maintenance were unpredictable. Due to the fact that maintenance needs changed by region and season, maintenance expenses fluctuated constantly, making the task of managing facilities budgets throughout the year almost impossible.

This retailer turned to FacilitySource and our Elite Network of Service Providers to improve service reliability and response times, implement best practices in preventative maintenance, and ensure HVAC/R and Energy Management systems received proper seasonal upkeep.



HVAC/R



EMS

## Solution:

FacilitySource started by clearly defining an HVAC/R and EMS preventative maintenance (PM) scope of work for the spring and fall seasons by region. We worked together to identify and schedule specific tasks that needed to be performed on the equipment during the spring PM (cooling startup) and fall PM (heating startup) visits. Based on client-specific requirements, FacilitySource established PM guidelines detailing what a service provider should report, what services should be performed, and what the process should be when a service issue was found during a scheduled visit in order to minimize return trip charges and system downtime.

FacilitySource leveraged our Elite Network of Service providers to get the job done at highly favorable negotiated rates for PM services and response times. We implemented a regionalized preventative maintenance plan, which enabled our client to successfully maximize seasonal efficiencies and better manage fluctuations in facility maintenance expenses. Finally, FacilitySource established a monthly review process, focused on improving key performance indicators (KPIs).

Using FacilitySource's HVAC/R and EMS solution, our retail client achieved the following KPI improvements over the course of a two-year period.

- + Overall HVAC work order response time decreased by 12.5%
- + Emergency response time for refrigeration maintenance improved by 39%
- + Issue resolution time for work orders dropped by 20%
- + Average EMS and HVAC spend per store lowered by 3.4%

## Summary:

Using FacilitySource's HVAC/R and EMS solutions, our retail client improved work order response and issue resolution times by 39%, and reduced invoice costs for each store. FacilitySource implemented a regional PM program to manage seasonal expense variations, and leveraged our Elite Network of Service Providers to deliver higher quality of work at negotiated prices.

To learn more about FacilitySource's HVAC/R and Energy Management Services, please call us at [1-800-896-9000](tel:1-800-896-9000), email us at [marketing@facilitysource.com](mailto:marketing@facilitysource.com) or visit us at [www.facilitysource.com](http://www.facilitysource.com).



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