

# How to Save 25% or More on Building Operating Costs - Automatically



building clouds

**Building Clouds**  
An Energy Company

3229 Whipple Road  
Union City, CA 94587  
866.580.3579  
[buildingclouds.com](http://buildingclouds.com)

# White Paper



Building Clouds

---

## *How to Save 25% or More on Building Operating Costs - Automatically*

---

***The costs associated with running a commercial property can be overwhelming.*** Unexpected maintenance or repairs can severely impact budgets and cause unnecessary inconveniences for your tenants. With reduced maintenance staffs, more responsibility falls directly on Property Managers to both identify problems, and determine the best course of action to remedy them. When it comes to complex

With reduced maintenance staffs, more responsibility falls directly on Property Managers...

systems like temperature control and lighting the troubleshooting aspect alone requires a specialized level of expertise. Typically, the next step is to request a service call from your mechanical or electrical service provider. You will need to negotiate a schedule with them to get them to your facility as soon as possible, then coordinate with your tenant(s) to keep them informed and/or gain access to their suite.

If you are unable to describe the nature of the problem in specific terms your provider understands, they may arrive at your facility without knowing

what they need to work on. They may not have the tools or spare parts required to fix the problem. This leads to delays, and increased labor costs (time), and unhappy tenants as they wait for the issue to be resolved.

Unhappy tenants can cause lease churn and increase your vacancy rates.

Historically, the initial dispatch to the building will be exploratory in nature to assess the problem and determine which tools and parts will be required to perform the repairs. If additional resources are needed, they will need to be procured and possibly scheduled. More time (added costs), and more coordination with your tenants (explanations and apologies).

- ✓ Wouldn't it be beneficial to automatically detect and assess issues early? Before your tenants are impacted, or at least to minimally impact them?
- ✓ Would you save money if your service providers didn't have to be called in to troubleshoot problems?
- ✓ Would it save time if they had the necessary tools and parts to complete the job quickly and correctly the first time?
- ✓ Would your tenants be happier if their impact was minimized and they were kept informed of repair status automatically via email?

Hiring staff to adjust settings to keep tenants comfortable is the traditional method to solve many of these issues. Often this has been a role handled by a Facilities Engineer, or Maintenance Technician.

**Save time:  
Help service techs respond  
with the proper tools**



**Save 25% or More Annually**

These positions are becoming a thing of the past in today's commercial real estate world. Both economics and an aging skilled workforce are to blame for this. When companies are lucky enough to have these men and women on staff, they are often tasked with handling multiple buildings. To make matters worse, most of the buildings also have unique control systems each requiring its own level of expertise. Certainly, this is a recipe for

disaster as issues fall through the cracks.

Where budgets and skilled manpower have been reduced, it is the Property Manager who must take on this time-consuming role with minimal training, if any.

One solution to this complex problem is to utilize an experienced third party vendor who is fluent in the operation of facilities, knows what Property Managers need, is compassionate to tenants, and can remotely monitor multiple building sites 24 x 7.

**This gives time back to the Property Management Team, their most valued commodity.**

With recent advances in technology, this type of service is readily available and cost-effective. Your building's systems are automatically monitored against parameters which you approve. When conditions arise outside of these specifications, automated actions can be taken per your pre-defined instructions.

The advertisement features a night cityscape background with a network of glowing lines and nodes. Text elements include: 'Connect Your Buildings to the Cloud' (top left), 'Energy Managed!' (top center), 'Automatically Correct Out of Spec Conditions' (top right), '24 x 7 Monitoring' (center), 'Intelligent Dispatch of Pre-Approved Vendors' (middle), 'Happy Tenants Low Turnover' (right), 'Reduce Operating Costs 25%' (bottom left), 'Increase Energy Savings' (bottom center), and the 'building clouds an energy company' logo (bottom right). At the bottom, the slogan 'Connect . Monitor . Correct' is displayed.

Cost effective hardware & software to improve your bottom line  
Building Clouds - 3229 Whipple Road - Union City - CA - 94587 - 866.580.3579 - sales@buildingclouds.com - www.buildingclouds.com

Often, your pre-approved vendors can be dispatched and managed by these services. They'll keep your tenants informed, make sure the repairs are completed in a timely manner.

This gives time back to the Property Management Team, their most valued commodity.

---

## *How Does Your Building Energy Management System (BMS) Make You Feel?*

---



Are you confident that your BMS is operating correctly?  
Are you notified in a timely manner when problems arise?

Is your first indication a phone call or email from an angry tenant?

One approach, for buildings which have a computerized control system, an energy management or a building management system (EMS or BMS), would be to have out of compliance conditions texted

or emailed to key personnel. Automated warnings or alarms could be sent out automatically and early enough so personnel can correct problems and maintain savings or minimize excess usage.

As discussed, the personnel that are supposed to be receiving these alerts may have been cut from the budget and once again the responsibility falls on the Property Manager.

**Are you confident that your BMS is operating correctly?**

***But what about automation, automation that really works?*** Shouldn't your BMS be sophisticated enough to save energy and monitor critical systems without human intervention? The simple answer is yes, however the right level of system design, installation and maintenance must be in place and maintained.



This is where it begins to get complicated. Many of the installed BMS are not necessarily “hardened”. Companies will budget a significant amount of both capital and operational dollars to ensure that their information technology (IT) and Telecom systems are both redundant (for reliability) and hardened (for security). Many of the IT systems are monitored 24x7 whether by personnel or automated methods to ensure proper functionality. But what about the BMS?

The BMS is often one of the last systems to be installed at a facility. It most likely came with the HVAC equipment and may have been designed to use the proper amount of energy while keeping occupants comfortable during typical weather patterns for the area. So, it should be able to automatically adjust itself as needed to make this happen, forever. Right?

- ✓ What happens if something stops working or begins acting erratically?
- ✓ What if the building’s occupancy or use changes?
- ✓ Is there sufficient staff to react if alarms or warnings are announced from the BMS?

**Our experience shows that most buildings do not have personnel dedicated to operating their BMS.**

Our experience shows that most buildings do not have personnel dedicated to operating their BMS. Or if they do these people are also responsible for many other building operations from janitorial and landscaping, to security and IT. There is just too much on their “plates” to analyze the daily operation of the BMS. Their focus is driven by hot and cold complaints from occupants rather than ensuring the system as a whole is operating as efficiently as possible.



You’ve invested in a computer controlled BMS for your building. You still get repeated requests for temperature adjustments from your tenants. Too hot, too cold, the phone doesn’t stop ringing.

Some months your energy and water usage is right where you expect it to be; but every once in a while, you see excessive use and higher bills. You were told this wouldn't happen.

- ✓ So, what is the answer?
- ✓ What are you missing?
- ✓ How can you get the peace of mind you deserve?

---

## *A Service That We Recommend Is Connect – Monitor - Correct*

---

With Connect – Monitor – Correct from Building Clouds you will stay on budget, have happier tenants, while you and your over worked maintenance crew will be able to get more done.

**The service works with all computer based building energy management systems regardless of manufacturer...**

This is a BMS Assurance program which has been proven to save 25% or more on building operating costs in addition to increased monthly savings on energy, gas, and water, while increasing tenant satisfaction.





The program currently covers more than 10,000,000 square feet of connected real estate giving Property Managers the peace of mind they deserve.

The service works with all computer based building energy management systems regardless of manufacturer, technology, age, or installing contractor.

The service provider will setup and maintain a cloud based connection to your building's energy management and control system (BMS).

Experienced helpdesk personnel will monitor your connected building systems to ensure they are optimized for both tenant comfort and energy savings.

Should an issue arise such as a failed mechanical system, helpdesk engineers will:

- ✓ Give you advanced notification.
- ✓ Coordinate the repairs with your pre-approved vendor(s).
- ✓ Any tenants impacted by the situation will be contacted and kept informed as the repairs are being completed.
- ✓ Following any repair or service event, a report will be delivered to the Property Manager which outlines the cause, effect, and recommended course of action to prevent future occurrences.



### ***Take a breath, all is well!***

**In conclusion, wouldn't be nice if ...**

- ✓ **you did not have to be the Property Manager and the Maintenance Engineer for your buildings?**
- ✓ **you could reduce your operating costs by 25% or more and save energy at the same time.**
- ✓ **you could (and you deserve to) have peace of mind.**

**You Can With, Connect – Monitor – Correct by Building Clouds**

***Call 866.580.3579 to schedule a live demo***

Building Clouds  
An Energy Company

3229 Whipple Road  
Union City, CA 94587  
866.580.3579

[www.buildingclouds.com](http://www.buildingclouds.com)

© 2017, Building Clouds, LLC. All rights reserved.

The Building Clouds logo is a trademark and service mark of Building Clouds, LLC. All other marks are the property of their respective owners.

The contents of this publication are presented for informational purposes only, and while every effort has been made to ensure accuracy, they are not to be construed as warranties or guarantees, express or implied, regarding the products or services described herein or their use or applicability. All sales are governed by our terms and conditions, which are available on request. We reserve the right to modify or improve the designs or specifications of our products at any time without notice.