

CUSTOMER SUCCESS — RETAIL

Discount Retailer

1,745 stores · Headquartered in Bellevue, WA · Energy management, lighting and load control

“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.”

FACILITIES MANAGEMENT GROUP, DISCOUNT RETAILER

1,745

STORES BROUGHT
ONLINE

20

WEEKS, FIRST
INSTALL TO FULL
COVERAGE

16%

AVERAGE
REDUCTION IN
ANNUAL
CONSUMPTION

14%

ENERGY SAVED IN
THE PILOT

SITUATION

The retailer didn't have a clear picture of how much energy its stores were using, but it knew it could do better. Maintenance was a major expense, and another 700 stores were on the expansion plan. Every new site would add to both.

It had struggled with its incumbent energy management provider and went looking for a better partner: one that could cut costs and carbon without adding work for a lean facilities team.

CHALLENGE

Entouch and the retailer ran a three-store pilot in 2019, combining energy management and lighting controls. It saved more than 14% on energy, which led to a first phase of 100 locations.

Then the pandemic hit. Only a few weeks into the rollout, most stores closed and the work stopped. When the retailer reopened as an essential business, it let the rollout continue on strict terms: Entouch crews installed after operating hours, in personal protective equipment, under stringent cleaning protocols.

Many of the stores sit in aging buildings with outdated thermostats, and the retailer has limited facilities staff at both corporate and field level. Managing stores remotely wasn't a nice-to-have. It was the only way to keep up.

SOLUTION

The biggest thing Entouch delivered was visibility. Store staff and the facilities team can see every rooftop unit, spot the one that's starting to slip, and fix it remotely, without adding headcount.

Entouch One and lighting controls went into the first 100 locations between 2019 and 2020, proving the value and setting up the wider rollout. Entouch reporting shows what each HVAC unit is doing alongside outside temperature and humidity, so the team acts on data instead of guesswork.

To get the most from it, the retailer chose Entouch 360: 24/7 monitoring plus a concierge service with a lifetime warranty on hardware replacement. No surprise costs, and a steady financial return.

Entouch One

Lighting and load control

Entouch 360

RESULTS

The Director of Facilities Operations saw early what Entouch could do and made the case to management to keep going. The rollout expanded to 150 more sites, bringing smart thermostats and visibility to more of the portfolio.

After the second phase, the energy reduction was proven. The retailer added lighting and load control to every phase 3 location, which also helped it hold quality standards. Entouch then retrofitted the phase 1 and 2 stores so every location runs the same system.

In all, 1,745 stores came online in 20 weeks from first install to full coverage, and annual consumption dropped 16% on average. The facilities team now repairs units before they fail instead of replacing them.

ABOUT ENTOUCH

Entouch is the Intelligent Building Platform. We integrate software, hardware, AI and operational data into one connected platform that helps organizations reduce costs, improve maintenance efficiency, cut energy use and make smarter operational decisions. Instead of managing disconnected systems, customers see how every building performs, all in one place. Buildings that use less energy, cost less to run, and give you fewer surprises.

To learn more, visit entouchcontrols.com.