

CUSTOMER SUCCESS — RETAIL BANKING

Retail Banking Portfolio

North American financial institution · 1,000+ freestanding retail banking locations ·
Delivered with an Entouch channel partner

“Our customer was impressed we could provide a solution which protected their current HVAC equipment investment while also allowing control and monitoring of these systems and devices from Entouch Cloud. Being able to use the existing equipment while providing the same level of data decreased the project’s total cost, achieving a faster ROI.”

ENTOUCH CHANNEL PARTNER

SITUATION

Our channel partner is a leading provider of integrated real estate management services: facilities management, project management, energy services, workplace consulting, real estate services and capital planning. Its team helps clients perform better and stay focused on their core business.

The partner has a long-term relationship with a well-known North American financial institution that runs freestanding retail banking locations. The bank wanted lower energy and maintenance spend across its real estate portfolio, and a lower carbon footprint as part of its 2030 goals.

The partner needed an answer that would work across the many different building types the bank operates. After reviewing many options, the bank chose Entouch energy management.

CHALLENGE

In commercial buildings, faulty HVAC equipment, inefficient startup and shutdown procedures, and missed weekend and holiday schedules often go unnoticed. They drive up energy costs, add maintenance calls, and

wear out equipment that then has to be replaced.

The bank runs two kinds of sites: 3,000 square foot retail branches and 20,000 square foot retail and regional offices. Each needed a slightly different approach. The larger offices already had a building management system, so Entouch connected to it through the Entouch Gateway instead of replacing it.

Any change had to happen without disrupting day-to-day operations or the customer experience. That meant visibility to find the waste, plus the ability to make site-level adjustments remotely and in real time.

A ten-site pilot surfaced the opportunities fast. At many locations, heating and air conditioning were running at the same time, and systems were heating or cooling empty buildings after hours. The results confirmed that enterprise-level energy management, with every site visible in one place, was the right fit across the retail banking chain.

SOLUTION

The partner and the bank's leadership team selected Entouch One, Entouch Cloud, Entouch Gateway and Entouch 360, integrated into the partner's remote command center. Together they provide real-time monitoring, fault detection and diagnostics (FDD), and control of HVAC and lighting systems.

Data from Entouch One and Entouch Gateway travels in small packets over a secure cellular network to Entouch Cloud. Analysts in the partner's command center see every building's energy metering and control points, and receive automated alerts and recommended actions. With continuous monitoring and remote triage, the partner gets ahead of problems instead of reacting to them.

The bank expanded from the initial ten sites to more than 1,000 locations across North America, and plans to complete the rollout across its full portfolio.

The partner now offers Entouch to its entire customer base and has deployed it at three more North American banking organizations. Entouch Cloud also brings in data from third-party building automation systems, which makes it a strong fit for portfolios that span regions, large teams and mixed HVAC and lighting controls.

Entouch One

Entouch Cloud

Entouch Gateway

Entouch 360

RESULTS

On average, each facility cut utility costs by more than 17% in the first year. Maintenance was the next biggest win: remote triage and FDD shortened on-site troubleshooting, and the bank recorded \$60K in maintenance savings in year one.

The partner cut costs at the site level by:

- Eliminating simultaneous baseboard heating and HVAC cooling
- Tightening equipment startup and shutdown procedures
- Setting aggressive after-hours temperature setbacks when buildings are empty
- Aligning operating schedules with holidays and weekends
- Giving remote control and visibility of every site through Entouch One and Entouch Gateway
- Using remote triage and control to reduce service calls and maintenance time

The approach saved more than \$300,000 in energy costs across the first 74 locations. Remote triage lowered operations and maintenance costs, and better visibility extended the life of critical equipment, pushing out capital spend on replacements. The carbon footprint came down with it.

Entouch and the partner also secured \$119K in utility rebates, reducing the bank's capital cost.

17%

UTILITY COST
SAVING, YEAR
ONE

\$300K+

ENERGY SAVED, FIRST 74
LOCATIONS

\$119K

UTILITY REBATES
SECURED

1,000+

LOCATIONS, FROM A
10-SITE PILOT

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.