



A LARGE HOME IMPROVEMENT RETAILER SWITCHED TO RESULTS

250 Bn Wh saved across 1900+ stores, exceeding targets for 2 consecutive years.



The Need:

- Engage a strategic partner who can work with the energy team to transform energy infrastructure management.
- Reduce energy consumption per square foot by 20% by 2015, from the 2004 baseline.
- Standardize support for store operations to provide 24x7 service.
- Enhance availability of HVAC and lighting services in store, while reducing cost of operations.

1900+ stores | **200+ Mn sq ft** of retail space | **215,000** assets including HVAC units, lighting circuits, sensors and meters



1.7 Bn records processed per month

Over 70% remote resolution of store issues to reduce dispatch cost and improve customer experience

The Solution:

- Integrated stores Building Automation System (BAS) to Wipro Energy Management Platform.
- Dedicated 24x7 Energy Infrastructure Helpdesk to support stores and service technicians and proactively resolve store issues.
- Sub-metering across 1500+ stores for enhanced energy savings and analysis of asset performance.
- Actions based on state of the art analytics for energy efficiency and asset performance.



The Results:

- SLA compliance: Over 98% of calls answered (or less than 2% calls abandoned) and over 94% of calls answered within 20 seconds.
- Improved customer experience with over 95% policy compliance across stores.

Annual energy savings of **~6%** on track to exceed targeted savings

The Future:

- Expand analytics to other in-store movable assets for improving reliability.
- Transform schedule-based maintenance to condition-based maintenance.

