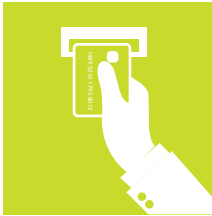




**A PRIVATE BANK WITH 3000+ BRANCHES SWITCHED TO RESULTS**

**More than 11% of direct energy savings with improved customer & employee experience.**



**The Need:**

- Reduce energy costs, which is the fastest growing operating cost.
- Enhance customer branch banking experience.
- Manage energy and asset performance through data-driven analytics approach.

**ANALYZE**

<b>1000~10,000 sq ft</b> Average area per branch	<b>\$20 Mn+</b> Annual energy spend
Retail bank branch with different zones viz. customer lobby, teller area, manager's area and ATM facilities	
Major energy loads: HVAC and Lighting	



**10 Operational Energy Conservation Measures Implemented**

**The Solution:**

5 year Managed Branch Energy Services (MBES) program leveraging unique **Service Window™** framework.

- Local site automation for equipment fire up, fire down & operational control.
- Ready-to-use intelligence for branch, corporate and regional admin. and technical staff, through intuitive WEM apps.
- Centralized Energy Operations Center (EOC) for change management, continuous benchmarking & raising the network-wide efficiency bar.
- Advanced Analytics offering other intangible business benefits such as enhanced asset performance, right design of equipment & improved customer delight.

**ACHIEVE**

**The Results:**

- Cost reduction leading to branch profitability improvement.
- Centralized view of the entire retail branch network operations.
- Improved customer comfort by better thermal compliance assurance.

**Over 11% average savings across the pilot set of branches**

**ACCELERATE**

**The Future:**

- Integration of Operations & Maintenance transformation program with MBES to make the retail bank's network more agile.
- Continuous training and awareness on best practices for managers & staff.

