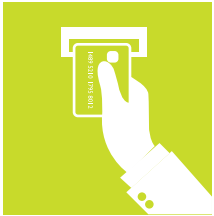




A PRIVATE BANK WITH 3000+ BRANCHES SWITCHED TO RESULTS

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

1000~10,000 sq.ft. | **\$20Mn+**
Average area per branch | 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.

