

# CRE Case Study | Shopping Mall

## Leveraging real-time command and control for RTU commissioning.



### The Customer

#### Portfolio Overview

**Global real estate** owner, investor, developer and manager

**Size:** 200 buildings

**Type:** Office, retail, industrial, multi-residential and hotel assets

**Asset Value:** \$40 Billion USD

**Geography:** North America, Europe

**Employees:** 2,000+

#### Site Overview

**Shopping Mall**

**800,000+ sq ft**

**200 retail stores**

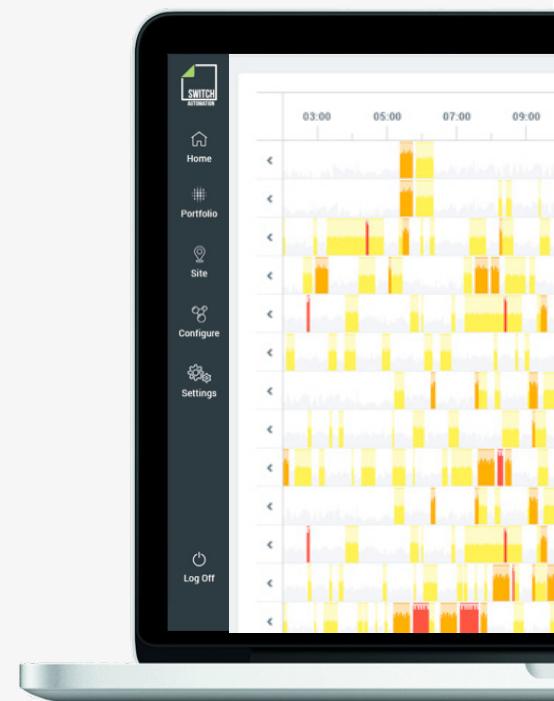
**2 levels**

### The Opportunity

40 rooftop units (RTUs) maintain a comfortable environment for mall tenants and patrons. Our customer implemented the Switch Platform to continuously monitor RTU operation and use alerts to identify when the RTUs performed outside of defined parameters.

### The Findings

- ▲ **30% of the RTU fans were not responding to BMS commands as directed.**
- ▲ RTUs were not heating spaces to the programmed setpoints, resulting in **cold space temperatures** for each zone.
- ▲ These findings led to **low comfort index ratings**<sup>1</sup> compared to other sites.



*Switch Automation's Alerts Analysis Tool*

<sup>1</sup>The customer defined a comfort index that compares real-time space temps to the setpoint to provide a normalized metric for how well a building maintains a comfortable environment.

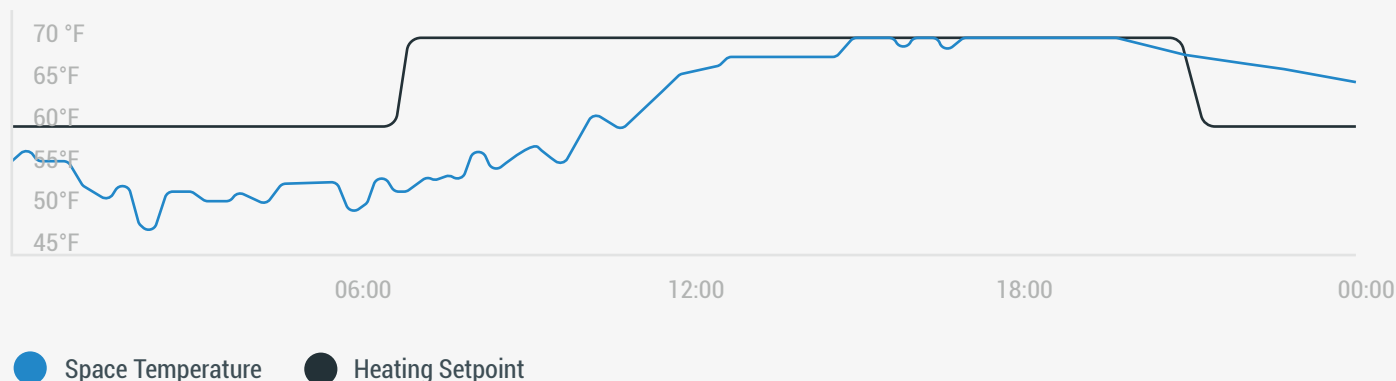
## CRE CASE STUDY



### The Root Cause

- ▲ The malfunction was caused by control failures from the BMS.

### Heating Setpoint vs. Space Temperature



### The Results

#### 60% Improvement in Tenant Comfort

Once aware of the BMS control failures, the customer was able to:

- ▲ Mobilize their onsite facilities experts to **confirm the findings.**
- ▲ Engage the local BMS vendor to repair the impacted RTU controllers **restoring functionality to the deficient 30%.**
- ▲ Verify the repaired **equipment is operating at 100% functionality.**
- ▲ Increase occupant satisfaction and brand reputation by **improving shopping mall comfort.**

“The increase in e-commerce means that we have to do everything we can to renew high-value tenants. Keeping our tenants and their customers comfortable is key. The Switch team helps us with proactive maintenance, which is actually a huge competitive advantage.”

Regional Facilities Director  
International Property Management Firm

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