

Overview: Continued support for legacy EMS/BAS



What we help with:

Clients facing mandatory equipment upgrades for discontinued EMS/BAS installations in their customers facilities, leading to increased risk of customer dissatisfaction. Issues include:

- Lack of support and availability for out-of-warranty parts causing longer lead times and customer downtime.
- Lower quality control for discontinued items increasing risk of repeat service tickets.
- Customer budget constraints limiting upgrade and retrofit spending.
- Lack of support continuity between old and new EMS/BAS product lines affecting upgrade cycles & planning.

Our objective:

Increase customer satisfaction and retention by providing an additional 5-10 years of support for EMS/BAS parts to align with client's supply needs for both their current and future customers. Parts supported by this program include, but are not limited to:

- EMS/BAS executive controllers, secondary controllers, and control modules.
- EMS/BAS sensors for HVAC, Refrigeration, Pressure, Lighting, and Gas.
- Other electronic devices where client faces challenges in supporting their customer base.

How we do it:

- Develop continual support for EMS/BAS parts unavailable by the OEM. Support includes 1 year warranties on controllers and control modules, and 2-5-year warranties on sensors.
- Implement revolving inventory, asset recovery, and asset exchange programs to support clients lead time requirements and part availability needs.
- Establish timely order request and customer service processes to align with client's maintenance efforts for their customers.
- Create extensive support plan for possible future supply needs.

What you can expect by partnering with us:

- Lower part costs allow your customers to allocate more financial resources for future service projects.
- Increase customer satisfaction by significantly reducing customer downtime due to supply chain delays.
- Smoother transition between old and new systems, allowing you to plan your customers upgrades smoothly.
- One-stop-shop for multiple brands of legacy controls and sensors.

Why you should work with us (core values):

- Successful working partnerships through communication, feedback, and goal setting.
- Supplier excellence through successful operational practices such as Lean Six Sigma.
- Dedication to partnerships through collaborative work environments, principles of honor and respect, and emphasis on moral and ethical standards.

\$2.2 M

saved

4,943

legacy units shipped

50%

decrease in facility
downtime

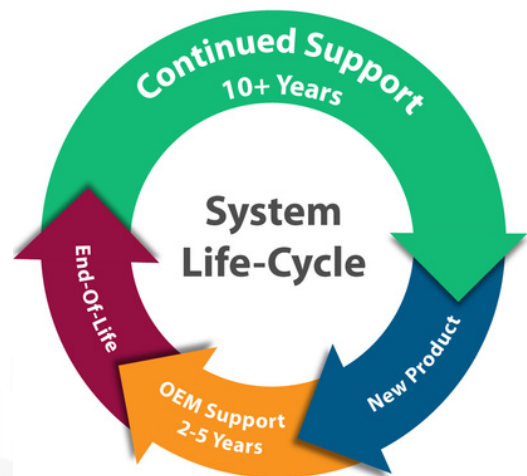
Challenge

Client needed parts support for legacy EMS/BAS equipment in over 2,000 retailer locations. Requirements were a streamlined solution for ordering and warehousing legacy parts for their maintenance operation.

Solution

Continued support program

We supported catalogues of Novar Logic One, Novar Opus, Danfoss, and Emerson Climate legacy devices. Products shipped with a 1-year repair warranty, and sensors with a 2-5 manufacturer warranty.



1-2 day lead time

We established a Finished Goods Inventory with ready-to-ship units with quantities to scale with customers install-base. Replacement units were shipped next day air to minimize facility downtime.