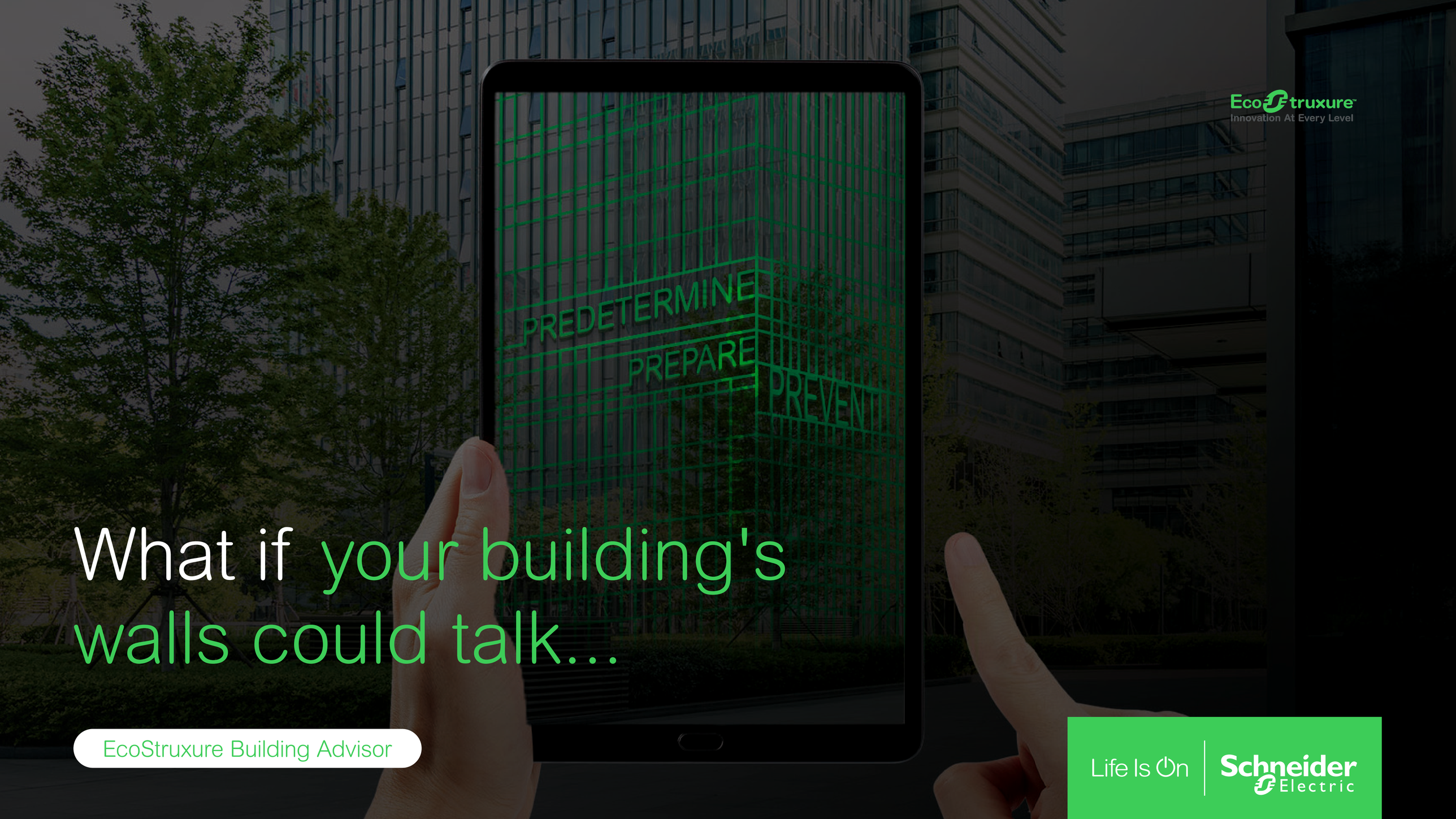


EcoStruxure™
Innovation At Every Level

What if your building's walls could talk...

EcoStruxure Building Advisor

Life Is On | Schneider Electric

Your walls can talk

EcoStruxure™ Building Advisor is a digital-first approach to service, designed to empower you with a faster diagnosis and resolution of facility systems' challenges before they become occupant complaints.

See the full journey:

Full journey to faster resolution:

How your service partnership works

Building Advisor works as your precision maintenance consultant to help you minimize disruptions and increase operational efficiencies.

Here's what your digital-first service will look like:

Collaborate

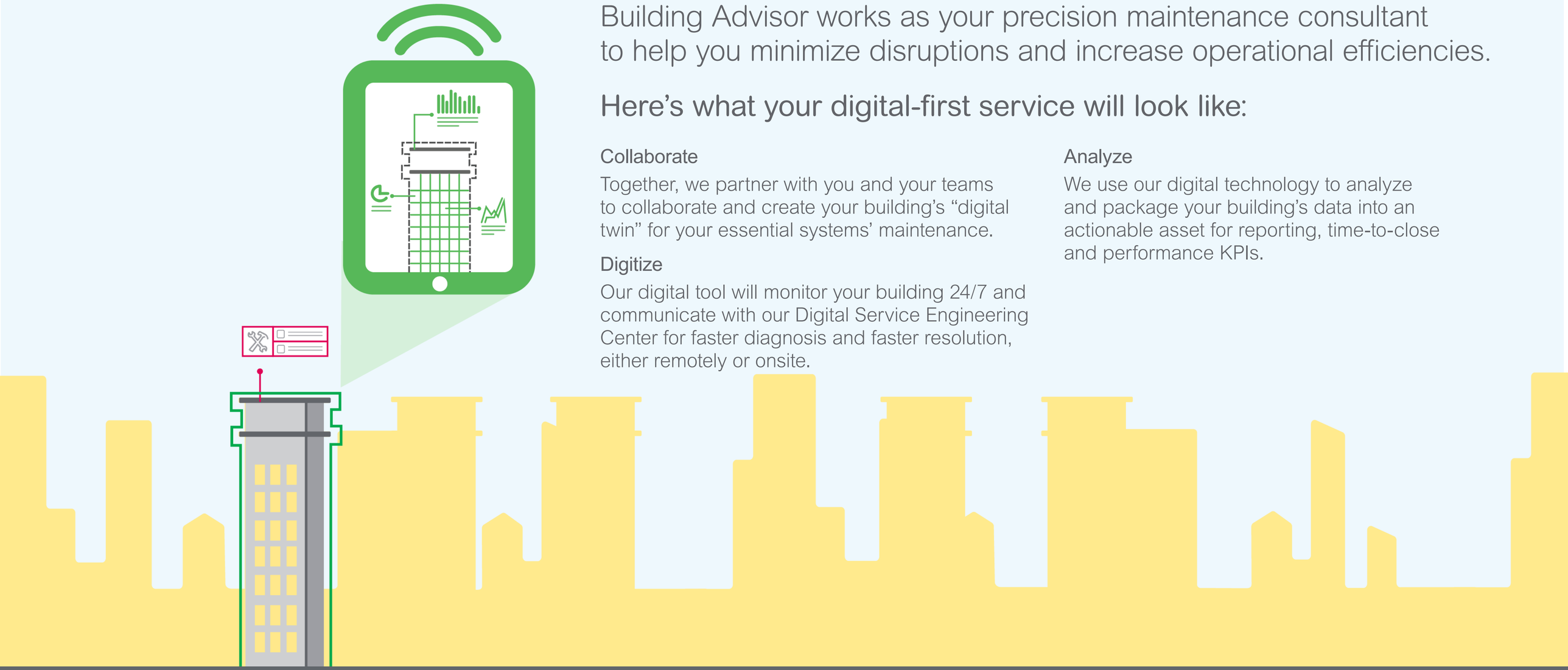
Together, we partner with you and your teams to collaborate and create your building's "digital twin" for your essential systems' maintenance.

Digitize

Our digital tool will monitor your building 24/7 and communicate with our Digital Service Engineering Center for faster diagnosis and faster resolution, either remotely or onsite.

Analyze

We use our digital technology to analyze and package your building's data into an actionable asset for reporting, time-to-close and performance KPIs.



Addressing data access security

With cybersecurity in mind, we work together to help build a digital twin of your building management system within our secure cloud environment – we transmit via an outbound-only data transmission.

Here's how we address some common questions from IT:

Is the data encrypted?

Yes. All our data is end-to-end encrypted at rest and while in transit via SSL. Only non-critical data is transmitted to the digital twin, such as point name and point data.

Who has access?

We provide subscription-based access with Windows Live ID, one of the longest running internet authentication services available. We follow GDPR to ensure only authorized individuals may access customer sites.

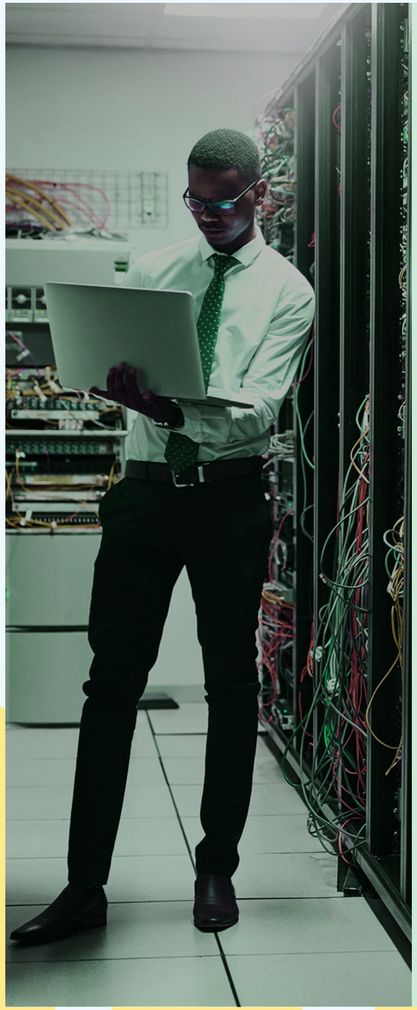
More work for me?

No. Our cloud-based platform ensures that you are always updated. Once configured, nothing changes unless requested by you. We're always ready to answer your security-related questions.

How we work with IT:

Addressing data access security

With cybersecurity in mind, we work together to help build a digital twin of your building management system within our secure cloud environment – we transmit via an outbound-only data transmission.



How we work with IT:

- Because we are a major global corporation at the vanguard of IoT technology, Schneider Electric takes security seriously.
- We can provide you with all documentation for our access control policy.
- All building data is cloud-hosted via U.S. redundant data centers.
- All data is owned by you, the customer–per our End User License Agreement (EULA).

Digital monitoring for proactive maintenance

We combine the best of digital technology and human expertise at our Digital Service Engineering Center to monitor your building continuously for fast, accurate diagnosis.

Here's how we address some common questions from facility managers:

Does this replace my Field Service Representative (FSR)?

No. Instead of having to wait for your FSR's visit for a performance/building check, your maintenance checks will be performed digitally and continuously, 24/7.

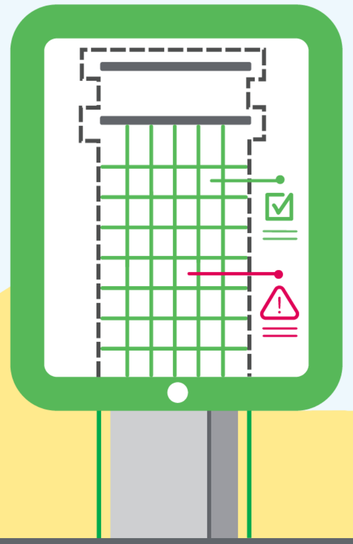
Just a bit too "big brother?"

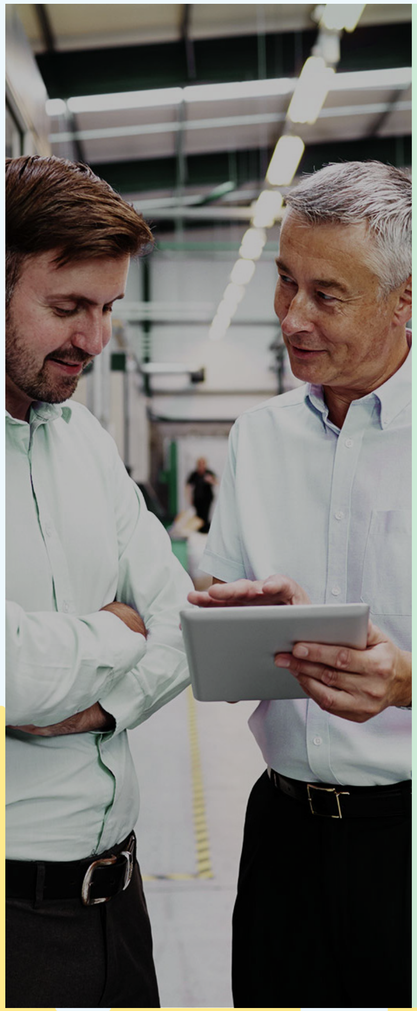
Rest assured, Schneider Electric's data policy ensures that all site data is solely owned by you, our customer. We make sure you own and have access to the data. You and your IT department get to control who has access.

What's the value of digital?

Our digital technology automates building monitoring for more efficient maintenance and labor utilization. It can also give you and your staff an inside view into all the building's systems to help you find new, cost-saving efficiencies.

How we work with facility managers:



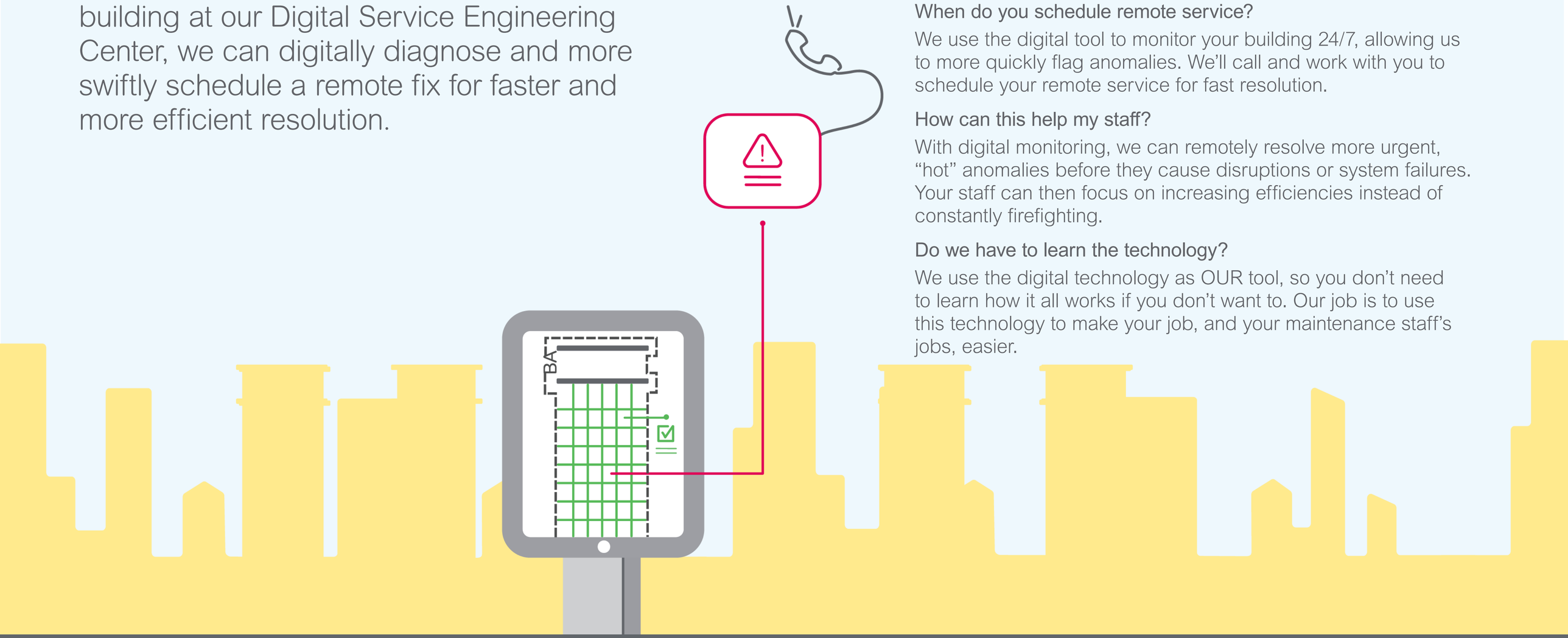


How we work with facility managers:

- Instead of having to wait for your FSR's scheduled visit for a performance/building check, your maintenance checks will be performed digitally and continuously, 24/7.
- Digital-first, remote service can empower you to find new operational efficiencies and reduce the need for additional onsite labor.
- If you have a small facility, there is value in being able to flag anomalies faster and respond more quickly to prevent building system disruptions.
- We can help you reduce equipment downtime and man hours significantly with digital monitoring.
- Our service can help your staff better prioritize tasks and can even help with employee retention by increasing their access to new technology.

Labor-saving digital resolution

Because we continuously monitor your building at our Digital Service Engineering Center, we can digitally diagnose and more swiftly schedule a remote fix for faster and more efficient resolution.



Here's how we address some common questions from facility managers:

When do you schedule remote service?

We use the digital tool to monitor your building 24/7, allowing us to more quickly flag anomalies. We'll call and work with you to schedule your remote service for fast resolution.

How can this help my staff?

With digital monitoring, we can remotely resolve more urgent, "hot" anomalies before they cause disruptions or system failures. Your staff can then focus on increasing efficiencies instead of constantly firefighting.

Do we have to learn the technology?

We use the digital technology as OUR tool, so you don't need to learn how it all works if you don't want to. Our job is to use this technology to make your job, and your maintenance staff's jobs, easier.

Faster onsite resolution via digital-first service

If an anomaly can't be addressed remotely, we schedule an onsite FSR visit. Digital monitoring means the anomaly has already been identified, so your FSR arrives with a prioritized action plan, tools, and parts (when necessary) for faster onsite resolution.

Here's how we address some common questions from facility managers:

When do I need my FSR?

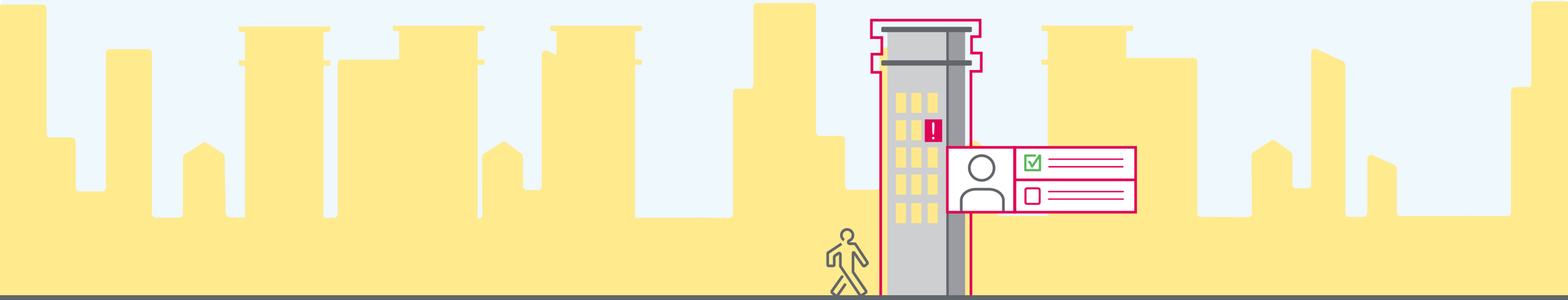
While we can address some issues remotely, such as building automation and control sequence changes, there are anomalies that require an onsite FSR, such as, but not limited to, a stuck damper, a faulty valve, or upgrades to equipment or systems.

Why is this better than regular FSR checks?

When our FSRs are onsite, their time will not be spent identifying issues. Now all their time can be spent fixing problems and restoring your building back to fully operational status – faster.

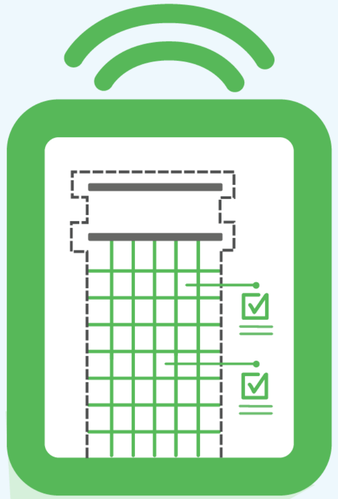
What's the value-add?

This new digital-first service can increase onsite labor efficiency, thanks to more issues being solved remotely. When issues do require onsite repair, prioritization and preparedness will allow for quicker resolutions and reduced downtime.



Actionable building maintenance data as a key asset

Your digital-first service includes a Service Data Hub, where we analyze your building's data and package it into reports, such as Customer Value Reports or carbon emissions reduction progress.



Here's how we address some common questions from facility managers and their leadership:

But I already have an analytical platform?

Building Advisor is optimized for your building's operations and systems, such as your HVAC. Many of our customers have used these services to improve the value of their buildings by improving issues uncovered in our analytical models.

How does this data add value?

On an operations and maintenance level, our digital monitoring data can show your company's progress toward capital and operational expenditure efficiencies, including more efficient labor utilization and faster resolution of building performance issues.

How does this help prove sustainability?

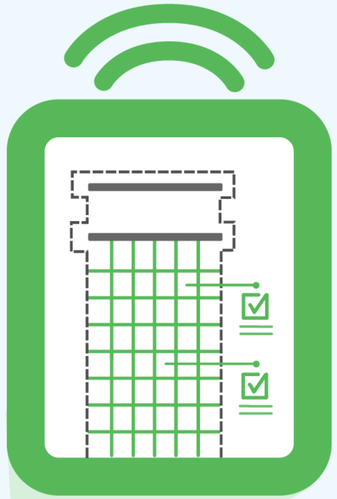
Our analytical models can quickly calculate how much energy/carbon is being wasted and track carbon reduction progress in your facility's dashboard. We can package this actionable data into status reports to share with your stakeholders.

How we work with leadership teams:

Actionable building maintenance data as a key asset

How we work with leadership teams:

- Our service interactions and analysis will give you more visibility into all your building's systems for faster issue resolution in the future.
- You'll have actionable data for more efficient labor prioritization and regular reporting to improve performance.
- Our data analysis can help you find new ways to reduce waste and continuously improve occupant comfort.
- We can help you identify, track, and measure key metrics for your organization's carbon-reduction goals.
- We can help you track progress of your organizational environmental, social, and governance (ESG) goals.



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