



# LONG SCALES BUILDING TECHNOLOGY SERVICES USING FDD

## PROJECT AT A GLANCE

LONG Building Technologies, a mechanical, controls, and security system contractor operating across Alaska, Colorado, Montana, Oregon, Utah, Washington, and Wyoming, embarked on a transformative journey in 2018. Their mission was to enhance the value they provided to their clients through the utilization of Clockworks Analytics' Fault Detection and Diagnostics (FDD) software.

**102**

CONNECTED BUILDINGS

**661**

COMPLETED TASKS

**\$550,000**

ANNUAL ENERGY  
SAVINGS

**50%**

LONGER SERVICE  
AGREEMENTS

**66%**

HIGHER REVENUE

The primary objective for LONG was to offer proactive, personalized services that would help their customers strategically understand the operation of their facilities, the risk factors that they're facing, and where they can drive longer term value. This marked a strategic shift away from the traditional approach to facility and operations services, which is often reactive and utilizes time-based checklists.

Since program inception, LONG has connected over 52M sq ft of client facilities and growing.

## A SHIFT TO CONTINUOUS MONITORING

The adoption of FDD for continuous monitoring signified a marked departure from traditional checklist-based methods. With FDD, technicians could monitor and evaluate the efficacy of their service, ensuring that issues were solved.

In stark contrast to conventional practices, where tasks were often addressed and forgotten, FDD emphasized continuous follow-up on resolved issues.

## DATA-DRIVEN SERVICE SOLUTIONS

Technicians could delve into the data, examining score changes post-implementation to ascertain the realization of desired improvements. The analytical capabilities of FDD empowered technicians to develop a deeper understanding of system hierarchies and operational dynamics, enabling them to make more informed decisions.

This shift in focus moved from mere box-checking to results guided by data. Technicians were equipped with a tool that provided comprehensive insights into the magnitude of changes and faults, facilitating precise evaluations of the effectiveness of their interventions. This data-driven approach promoted accountability and collaboration, allowing technicians to identify areas in need of assistance and engage in more informed discussions about solutions.

FDD transformed the maintenance process from a checkbox mentality into a dynamic cycle of analysis, action, and validation. Technicians used data to refine their approaches and ensure comprehensive issue resolution, ultimately resulting in more effective maintenance practices and elevated levels of customer satisfaction.

## **SCALING FOR GROWTH**

From a business perspective, LONG aimed to increase their capacity to serve a larger client base, expand, and grow without solely relying on hiring additional staff or increased labor hours. By providing high-value, proactive service, the company not only heightened client satisfaction but also bolstered their own reputation. This, in turn, opened the door to potential financial gains through energy savings, prolonged equipment life, and streamlined maintenance processes.

This data-driven approach also provided quantifiable data points closely monitored by management. It facilitated more in-depth customer analysis, increased opportunities for follow-on work, and fostered longer-term relationships with clients, thereby extending contract durations when compared to traditional services.

**“LONG uses Clockworks Analytics with facilities teams and our service technicians to prioritize efforts and focus on resolving high-impact issues to achieve the most valuable solutions for the client.”**

## **ABOUT CLOCKWORKS ANALYTICS**

Clockworks Analytics provides state-of-the-art building performance management software for facility managers, engineers, and service providers. Clockworks Analytics flagship software, Clockworks™, provides automated diagnostics that reveal prioritized and actionable insights to improve facility performance and reduce costs, allowing teams to focus their time and resources on achieving the most impact. Using rich data and analytics, we help top-notch facilities teams stay on top by providing instant visibility into the highest-priority issues impacting their facilities every day.