



Energy Management Control Systems

“Top 10 List for Qualifying Your Controls Provider”

Todd Cowles

Americas Sales Manager

Trend Control Systems



GovEnergy
www.govenergy.gov



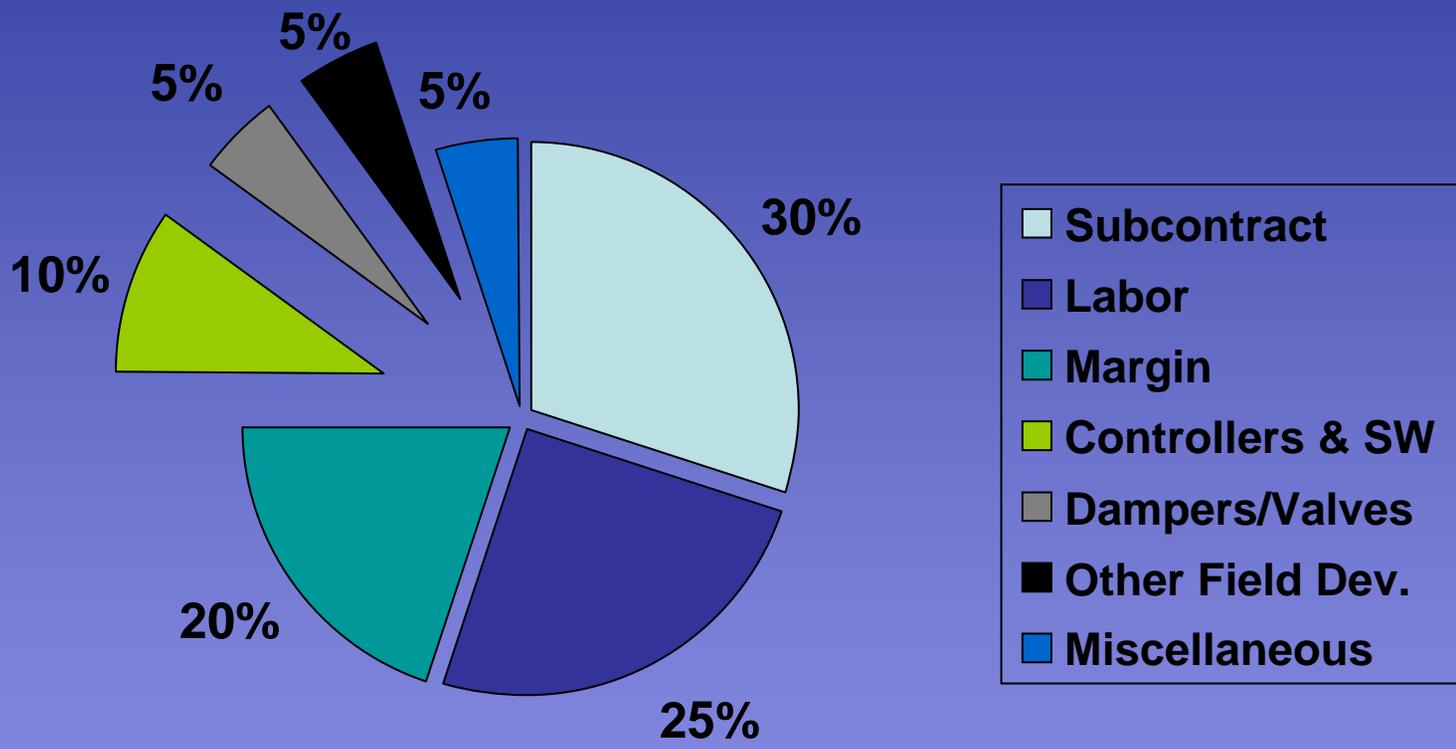
Beyond Technical Specifications

- Where am I coming from on this?
- The Top 10 List
- What can you do with this?





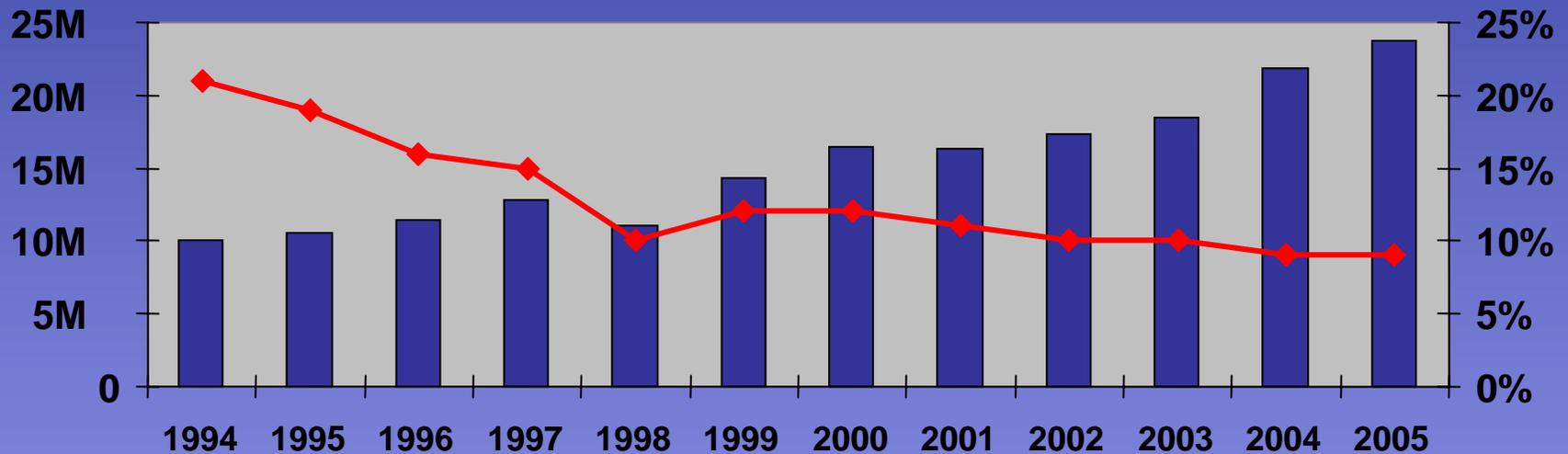
The Average Controls Job





Less Product / More Value

Product purchases vs. Product as a % of project





Customer Focus Group

- Get to Know Me and My Project
 - Communicate with Me
 - Do Not Oversell Me
- Respect My Business
 - Be Clean
 - Be Considerate and Courteous
- Train My People
 - Give Me Support



So, let's get into it.....

TOP TEN

FROM THE HOME OFFICE IN WAHOO, NEBRASKA:



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Todd Cowles

August 6, 2007



Number 10

The minimum expectations





Capabilities You Should Expect

- In-house capability for everything
- Experience with YOUR kind of building/business
- Single point of contact
- Defined path of problem escalation

From the Customer Focus Group:
“Respect My Business - Be Clean -
Be Considerate and Courteous”



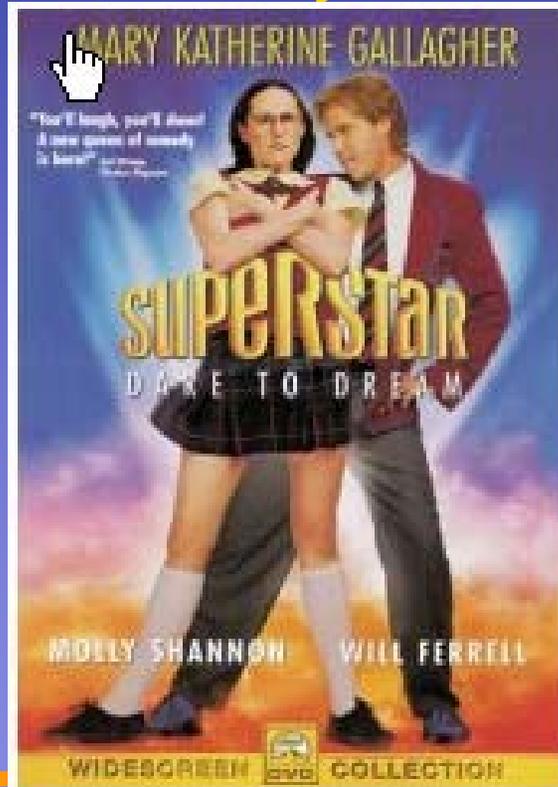
Services You Should Expect

- One number for help / technical support
- Expert independent advice
- Appraisal of new products and services when available
- Callouts at preferential rates
- Parts at preferential rates
- Remote time scheduling and occupancy modifications
- Remote alarm handling and proactive responses



Number 9

Above and beyond the norm.....





Services Above and Beyond

- Remote Monitoring (24/365)
- Weekly system reports
- Temperature monitoring reports on critical areas
- Remote alarm handling and proactive responses
- Virtual metering / energy monitoring

- Mechanical service
- CCTV / Card Access
- Fire Alarm



Number 8

Proof of their performance:

From the Customer Focus Group: “Prove Your Performance – Be Responsible - Manage Documents and References - Show Me the Numbers”

E.A.M. Solutions, Inc. TEAM Solutions
1676 Waco Blvd., Waco, TX
487-889-1919
487-889-1922

Service Ticket/Field Work Order

CUSTOMER NAME: St. Matthew's Church **DATE ORDER WAS TAKEN:** 8/2/2007 **WORK ORDER:** 5

OTHER CONTACT: Bob Dewey **DATE WORK STARTED:** 8/2/2007 **BILLABLE:** y

CUSTOMER PHONE: 487-998-9811 **TICKET/WORK ORDER NUMBER:** 1223 **WARRANTY:** n

CUSTOMER ADDRESS: 1717 Church St. **COMMENTS TO FIELD REP:** Tap OHW Sonar adjacent to entry door
Waco

CUSTOMER P.O.: 1223

DETAILED DESCRIPTION OF WORK PERFORMED	DATE AND FIELD REP	HOURS	
		REG	OT
Sonar reading out of range - turned out to be snapped off when pipe was replaced.	8/2/07 - Larry		
Replaced with new sonar and everything's up and running.			

Number 7

Visionaries for owners

- Their business now
- Their business in the future
- Succession plan





Number 6

Involvement in local community





Number 5

Training

From the Customer Focus Group:
“Train My People -Give Me Support”





Taking Ownership

“Better they do it reasonably well, than you do it perfectly for them”

- *One smart controls operations manager advising his engineer who's training a customer*



Taking Ownership of Your System

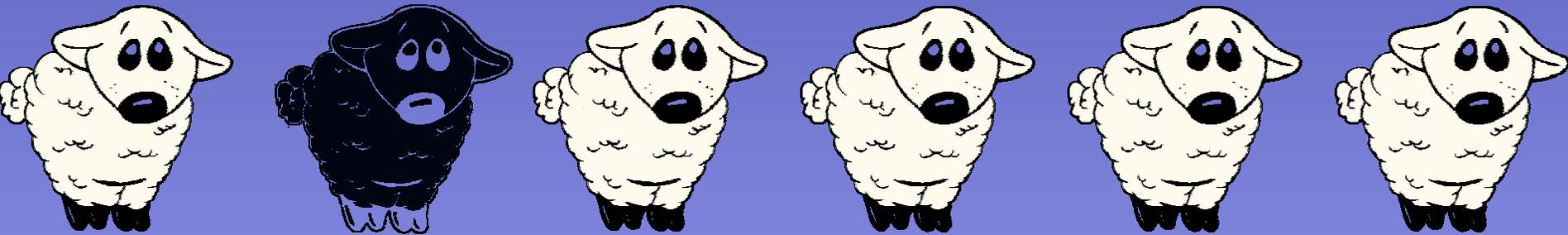
You bought it, now do something with it!





Number 4

Beware of particular first names





Number 3

Fixers of the screw-ups

From the Customer Focus Group: “Respond Appropriately - Be Reachable - Maintain Site Ownership”





Screw-Ups





Number 2

Underpromise and Overdeliver



I'll bring home dinner, hon!



Number 1

Communication

- Keep Me Up-To-Date
 - Have Contact w/ Me During the Project
- Get to Know Me and My Project
 - Communicate with Me
 - Do Not Oversell Me



Review of the Top 10

10. The basics → Minimum expectations/capabilities
9. Above and beyond → The differentiators, locally
8. Proof of performance → Show me the numbers
7. Owner visionaries → A plan for the future
6. Community involvement → Good people and permanence
5. Training → Making you self-sufficient
4. Beware of particular first names → Look out for “Wayne’s”
3. Handling the screw-ups → Do they “make it better” quickly?
2. Under-promise and over-deliver → Exceeding those expectations
1. Communication → Communication



Research you can do:

- Get in your hands:
 - As-built drawings
 - Commented and/or graphical programming
- Visit a site
 - With them
 - Without them
- Call
 - End user, consulting engineer, mechanical





The “Take Home”

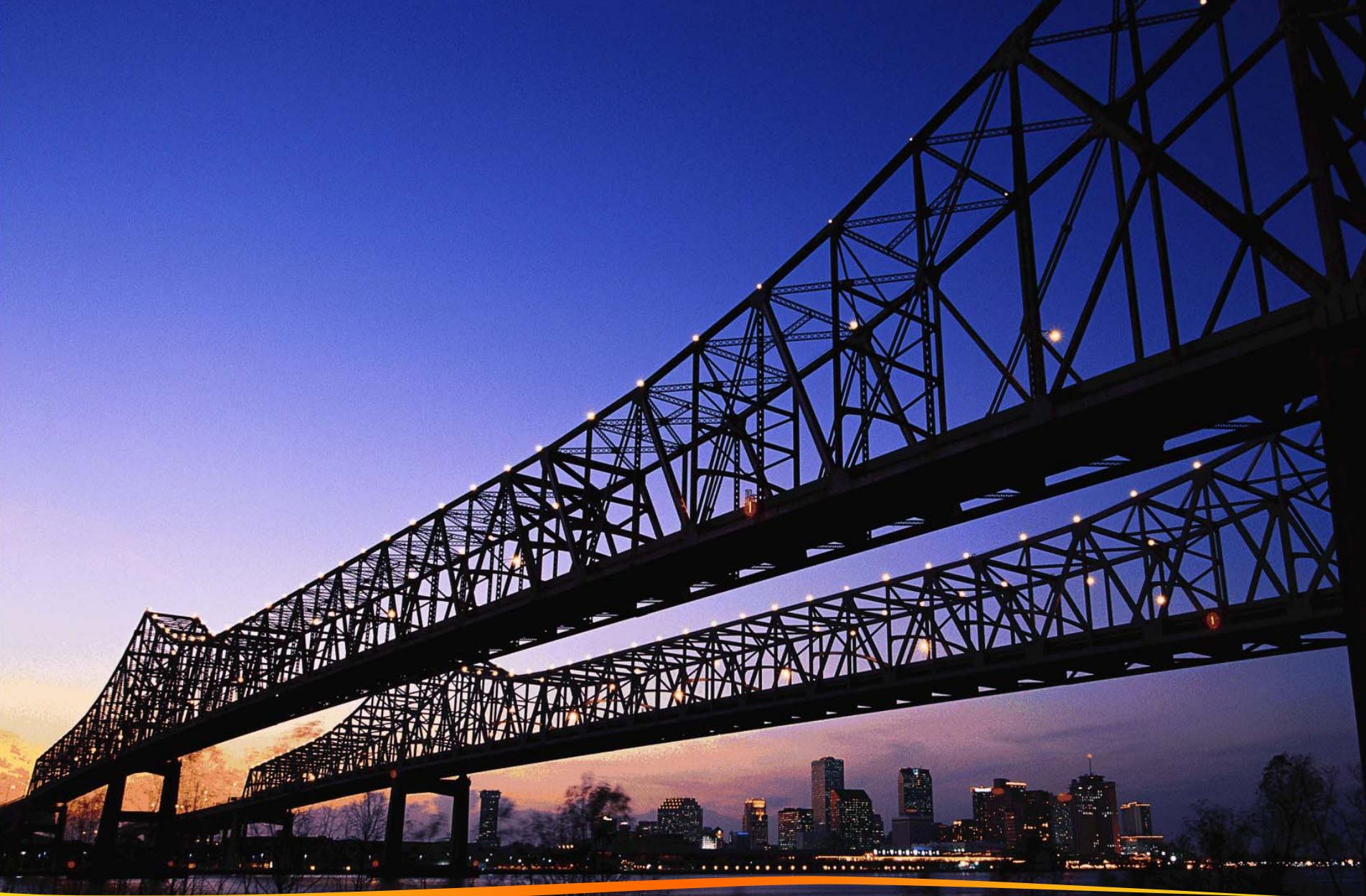
For the “interview”:

- Meet the project engineer
- Meet the owner
- Meet service manager
- Biggest screw up
- Biggest success



Would you like to know more about this session?

- First Name
- Company
- Address
- e-mail address
- Don't forget to fill out and drop off your session evaluations.



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New Orleans
August 5-8