



The Advantage of a Service Partner

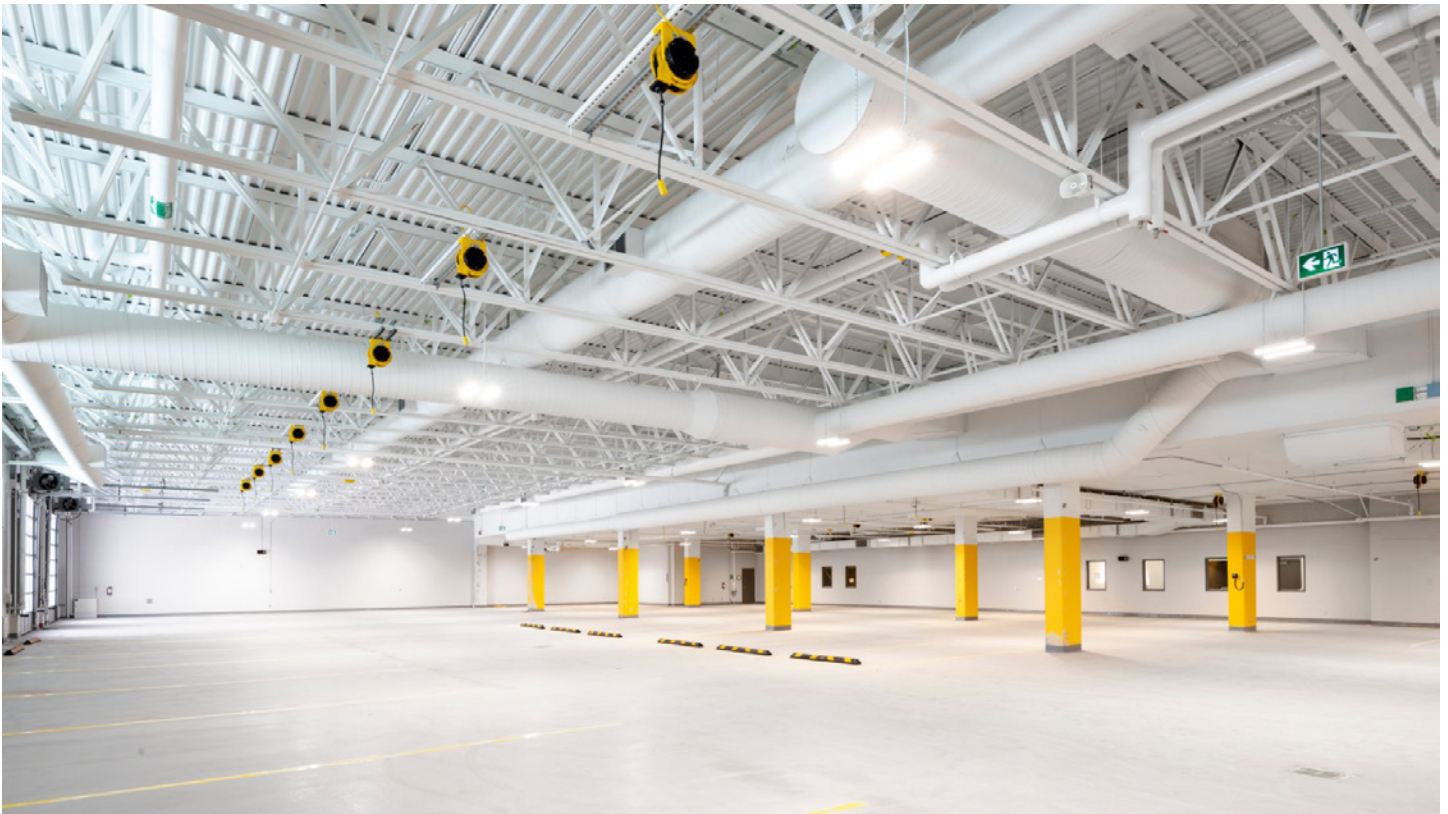
Operating a modern building is a balancing act. Fine-tuning the operation of the building to optimize economics on the one hand and the quality of the occupant experience on the other is an ever-increasing priority.

QUALITY ^	ECONOMICS v
Occupant Comfort	Rental Turnover
Acoustics	Carbon Tax Avoidance
Control of Biological Pathogens	Reduced Energy Consumption
Indoor Air Quality	

All of the above requirements have key performance indicators that define targets. In many cases, achieving the targets for one requirement comes at the detriment of others.

When new concerns emerge, either biological and environmental, the solutions often have an impact on both the quality and the economics of building operations. For example, increasing the amount of outside air within a building comes with an immediate penalty to both energy consumption and carbon footprint. Engineering solutions that alter a building's equilibrium and introduce rapid changes to the indoor environment will disrupt the expectations of its occupants and potentially reduce the quality of their experience.

This ongoing balancing act requires the continual development of new tools and strategies for evaluating a building's operations and making adjustments. A building service provider can be a valuable resource – but only if they are truly a service partner.



Here are some key questions that help you to differentiate a service provider from a service partner:

Does your service provider have a holistic approach to building maintenance, including preventative maintenance, continuous improvement, technological innovation, and process improvement?

Are there engineering professionals, certified energy management personnel, experienced service technicians, and trained operators on your service team?

Are they on the leading edge of installing new technologies to provide more insight into the operation of the systems and more efficient solutions?

Can they provide not only service advice but advice on how operations can be improved through changes to control sequences, strategies, and control points?

Do they understand your key performance indicators and work towards optimizing system operations towards these goals?

If you've answered "no" to any of these questions, the operation of your building is probably limited to the status quo.

To turn each "no" into a "yes," just contact us. At Kelson you'll find a true service partner with expertise that will make it easier for you to strike the difficult balance between quality and economics in your building's operations.

