HOW TO SELECT A TECHNOLOGY SERVICES PROVIDER TO MAKE SUSTAINABLE ATTAINABLE IN 2024

Honeywell

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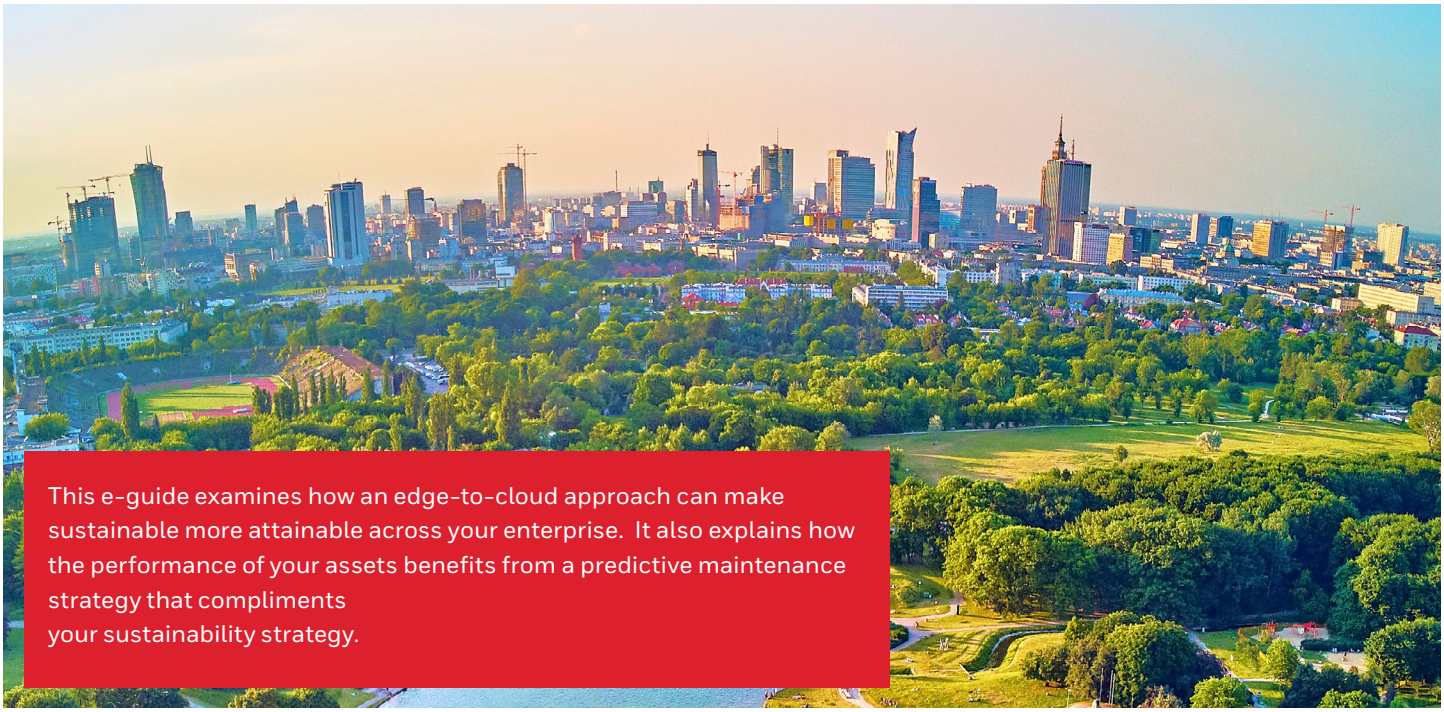
INTRODUCTION

Building owners and operators face a dilemma: How to make buildings more sustainable today and be confident in the future-readiness of their strategy. Selecting the right technology services provider for sustainable building solutions can help. Eighty-five percent of executives engaged in a Verdantix survey envision an increase in their use of energy efficiency and sustainability management service providers[1] . That raises another question: How do you find the right provider?



This e-guide examines how an edge-to-cloud approach can make sustainable more attainable across your enterprise. It also explains how the performance of your assets benefits from a predictive maintenance strategy that compliments your sustainability strategy.

1. Global Corporate Survey 2023: Smart Building Technology Budgets, Priorities & Preferences, Verdantix [Accessed February 29, 2024}

OUTCOME FOCUSED

1

Before you start on the journey of selecting a technology services provider, ensure you are conscious of the outcomes you want to achieve across your portfolio. Sustainability can mean many things to many people, so having a clear understanding of the specific outcomes you are looking to achieve near-term and long-term will help you make informed decisions.

Near-term goals could include:

- The ability to digitize your carbon and energy reporting across your enterprise portfolio to make it easier to adhere to regulatory reporting requirements.
- The ability to disaggregate your energy consumption, down to the asset level and across your portfolio, to help identify opportunities.
- The ability to reduce demand charges and peak rates usage to combat the increasing cost of energy and lower operational costs.

Longer-term goals could include:

- Reaching carbon neutrality pledge by 2040 or 2050.
- Holistically reimaging how you operate your portfolio of buildings to achieve ESG goals and attract talent into your workforce.

46%
employees want their employer to demonstrate an ESG commitment1.

20%
have turned down employment offers due to subpar employer ESG commitments2.

A technology services provider that takes a consultative selling approach, will help you focus on outcomes aligned to your business needs, rather than just flashy features. And, as opposed to pitching a product, they should be willing and able to work closely with you to understand your building portfolio requirements and then develop a plan specific to your ESG goals and desired outcomes.

2. Climate Change Mitigation, UK Green Building Council [Accessed February 29th 2024]

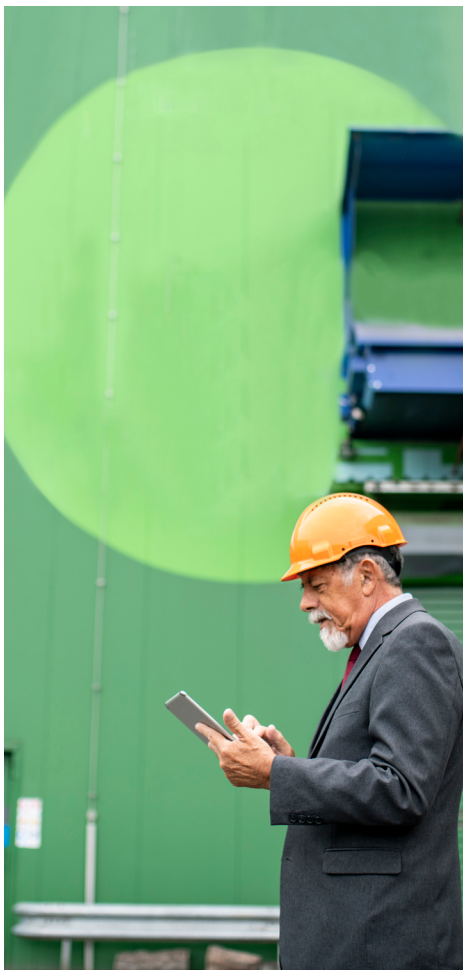
RELEVANT EXPERIENCE, BREADTH OF EXPERTISE

2

A building integration project or retrofit is not an optimal environment for startups or unproven innovations. Choose a technology services provider with a track record of using the most effective technologies and best practices to successfully complete building sustainability projects, with end-to-end experience. It's also important to find a technology services provider that has experience working with industries, organizations, and buildings like yours.

Particularly relevant for building owners or operators with a large portfolio is verifying that the technology services provider can effectively support you in the locations you need—local, regional, or multinational. The ability to handle your project's size, scale, and complexity is an important consideration, regardless of whether it's a single building or multiple sites across different geographies. This means the provider needs the right employees with the right talent for your project, potentially partner networks, as well as solutions that are designed for enterprise operations. After the project concludes, the ability to provide local services expertise will continue to be valuable for support and maintenance.

Research their longevity and financial stability to gauge whether they're likely to remain available to provide support when needed. A provider that can be relied on as a long-term strategic ally helps support your building's performance beyond this one project.



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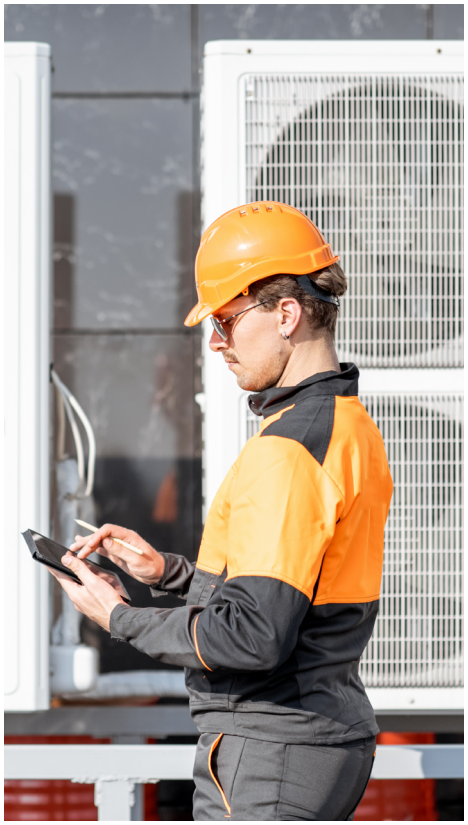
OVERCOMING OPERATIONAL SILOS AND MULTI-DOMAIN SOLUTIONS

3

Managing large building portfolios typically means disparate solutions across each site, making it challenging to overcome operational siloes and achieve operational efficiencies. Technology solutions that require multiple siloed systems, with different user interfaces, dashboards, and passwords can create complexities that increase the risk of errors and oversight. For instance, it becomes harder to fully optimize sustainability if key insights are isolated in different systems or teams. Siloed systems also make solution adoption and training more challenging. Instead, look for a technology services provider's ability to effectively integrate the appropriate systems and devices, to overcome operational siloes. Technologies based on open protocols and platforms can help enable compatibility with third-party solutions and can unify systems into a common interface. This can improve the efficiency of daily operations and simplify training for new users.

To holistically address the sustainability impact of your building portfolio, seek clarifications on multi-domain solutions. A HVAC system, for example, is typically the most energy intensive asset in a facility, however there are other energy intensive assets to consider. It is prudent to take a multi-domain view to validate the breath of capabilities to meet your long-term sustainability goals, such as helping you navigate electrification or renewables adoption, empowering you with greater flexibility to achieve your ESG goals.



80% of buildings which will be occupied in 2050 already exist, meaning decarbonizing existing stock is a priority[3]

3. Climate Change Mitigation, UK Green Building Council [Accessed February 29th 2024]

FUTURE READY TECHNOLOGY ECOSYSTEM

4

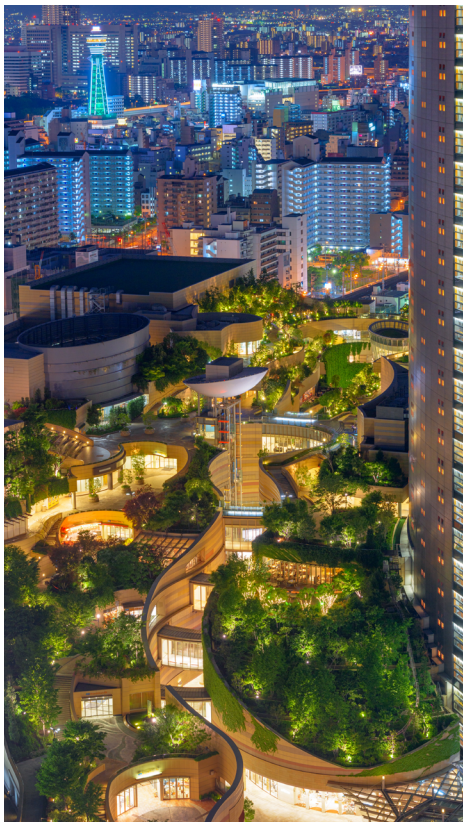
At the most basic level, building controls technology includes control systems, sensors, and monitoring that can provide near real-time data on sustainability and IAQ metrics. Seek a technology services provider that keeps up with best practices and innovations for building controls, can interoperate on-premises and cloud solutions, and excels in IoT and digital transformation—including capabilities such as remote management, cloud services, artificial intelligence, and cybersecurity. Even if you don't intend to use some of these options, a solutions provider who stays current should understand and offer them.

Analytics and automation are also essential, with artificial intelligence (AI) and machine learning (ML) becoming increasingly important tools for analyzing performance, identifying hidden inefficiencies, and automatically adjusting and optimizing the operation of building systems. As you make progress toward sustainability and healthy building goals, AI-driven insights and near real-time adjustments are valuable tools for sustaining results and ongoing improvements, while freeing facility staff to focus on greater value-added efforts.

It's also important to think about the future when selecting a building technology services provider. Will the provider's technologies enable your portfolio of buildings to remain ready for new capabilities and needs? The ease of upgrading or adding capabilities as your needs change is an important consideration for the long-term value of your investment. How can you collaborate with this provider, and what is their methodology to validate future roadmap developments with you?

Look for a provider that supports open protocols and has a healthy suite of APIs for ease of ingesting data and interoperating with other solutions. This will provide peace of mind for long-term return on investment cross your building portfolio. Ultimately you need confidence that your building portfolio can adopt emerging, sustainable technologies and integrate them into your current infrastructure. For instance, this includes the integration of electric vehicle charging stations into your building management system, or the ability to integrate and monitor solar, microgrids, or battery energy storage solutions.

The provider's ecosystem of partners, including strategic alliances and local collaborations, can offer additional sources of innovation to enhance sustainable outcomes.



Buyers prioritize open, integration-rich solutions[4]

4. Green Quadrant: Energy Management Software 2023, Verdantix [Accessed February 29th, 2024]

SUSTAINING PERFORMANCE WITH CUSTOMER SUCCESS

5

After narrowing down your choice to a technology services provider with optimal geographical coverage, a compelling technology portfolio, and suitable interoperability and usability, consider how this provider can help you sustain performance with smart maintenance strategies. Maintaining critical assets, especially those energy intensive HVAC mechanical assets for example, directly influences your sustainability impact and environmental footprint. Assets must be properly maintained to meet the sustainability levels expected from their original design. Smart preventative maintenance solutions can help reduce the burden on skilled labor through the ability to autonomously detect, triage, and empower customers with the ability to fix some issues remotely, without requiring truck rolls.

A dedicated customer success team can help enterprise technology deployments functions as designed for end customers overtime for sustained performance. Establishing agreed-upon key performance indicators (KPIs) and having a customer success advocate accompany you on the journey can contribute to the long-term success of this partnership. Ask questions about usability testing and rhythm of feedback for continuous improvement and sustained performance.

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CYBERSECURITY

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Finally, do not overlook cybersecurity. As building systems become ever more integrated and digitalized, unguarded operational technologies (OT) can be an opportunistic target for cyberattacks. In fact, OT systems are an often-overlooked way that hackers can access IT networks. Make sure that your technology services provider can provide an appropriate level of OT cybersecurity for the solutions they integrate and that their solutions are designed with privacy and security in mind.

SOURCES

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We hope this guide helps your organization have more focused, meaningful conversations about occupant well-being and sustainability goals. With the right partner and the right plan, you can achieve a healthier building that also supports your broader sustainability goals.

Honeywell Connected Enterprise
715 Peachtree Street NE
Atlanta, Georgia 30308
www.honeywellforge.ai

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THE FUTURE IS WHAT WE MAKE IT

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