Building Sentinel
by **Service** Logic

Frequently Asked Questions (FAQs)

Q: How is BuildingSentinel different from other analytics software offerings?

A: First, we put a lot of effort into making our fault detection reports easy to understand without a technical background. We clearly state the issue found, the impacts that it has and the possible causes. We also attach avoidable cost values where we can. This way, our customers' decision makers are well-informed about the faults being detected. Secondly, the offering is exclusively available to our maintenance customers, with whom we have continuous working relationships. This means that the way we design our fault detection algorithms is informed by the people most familiar with our customers' buildings - our customers and our technical team. It also means that any fault detection results have a clear and easy path to a fix – you can ask questions or request service directly from within BuildingSentinel. In cases of Full Service Contracts, the fix is often built into the annual budget already! Finally, we pair the fault detection findings with our service history for the building. Our customers enjoy convenient access to full call summary reports for a full understanding of the technical details of the fixes we apply.

Q: How often does BuildingSentinel send me reports?

A: Rather than generating monthly or quarterly reports, we've designed BuildingSentinel to allow you to take advantage of actionable insight in real-time. BuildingSentinel leverages carefully written algorithms to give you prioritized knowledge, allowing you to focus on the things that matter – whether it be energy consumption, comfort, and/or system reliability. BuildingSentinel has flexible notification schemes that will email you immediately, once daily or once weekly with diagnosed equipment faults, and you can control all aspects of these notifications. This all means that you can login as often or as seldom as you like; BuildingSentinel will let you know when your attention is needed.

Q: How does BuildingSentinel get all the data it needs to find equipment issues?

A: The data comes from a connection to an existing Building Management System (also known as a "Building Automation System", or "Energy Management System"). Some systems are easier than others to connect with, and we'll work with you to use the connection mechanism that works best. It should also be noted that while we have the expertise to work with Building Management Systems, BuildingSentinel is a passive system. This means that it will not interfere in your Building Management System's operation in any way.

Q: I have some specialized equipment in my building portfolio (ice storage, air washers, etc); How would BuildingSentinel work with this equipment?

A: Our maintenance plans cover all sorts of such equipment, and we design our fault detection algorithms specifically for each situation. Provided that this equipment is monitored by your Building Management System, setting up BuildingSentinel should be straightforward. If it's not, we are capable of applying the appropriate monitoring system for such equipment as well.

Q: How much does BuildingSentinel cost?

A: The pricing depends on several factors, including the building automation system you have and the quantity of equipment you would like BuildingSentinel to monitor. In any case, BuildingSentinel pricing is bundled with planned maintenance agreements and typically represents a small fraction of the maintenance agreement pricing. Customers often find that operational savings, avoided energy costs and lessened headaches offset the cost of BuildingSentinel.