

# Automation Service & Enhancement Case Study



Mechanical Systems Services  
Building Automation Systems

## Facility:

Central Business District Class “A” Office Tower

## Automation Issue:

The building automation control computer for this 23 story, 383,000sq.ft. office tower was extremely slow, and often locked up, essentially degrading and becoming more ineffective over time. The customer also requested we look into the Remote Notification system deficiencies with the unit’s ability to automatically page or e-mail the engineering operations team with alerts when necessary.

## Analysis:

ThermaServe’s approach is always based on establishing a total service relationship with our customer. We suggested a site review to determine the equipment condition. We discovered that even though the machine had virus protection and security software installed, it had not been upgraded nor updated since it was initially installed for control and monitoring almost three years earlier. Therefore, after the initial setup, the system maintenance routines required to keep the protection current were essentially neglected by the previous building automation service provider. Furthermore, we discovered the Remote Notification configuration was not operating properly to page alerts or e-mails to building engineering personnel.

## Solution:

After removing the viruses and infections and cleaning the machine, a new anti-virus and security software was installed. While based on our recommendations for total system restoration, the customer elected to have this work performed by their administrative IT provider. Furthermore, we removed the existing inoperable communications configuration for the Remote Notification system, and installed corrected communication system information and configured it to alert three engineering staff members.

## Results:

Even though the anti-virus & security software had been properly installed and activated by the IT contractor, it had not actually been set up to automatically scan and protect the machine. Therefore, we configured the software as required to keep the software current with automatic updates, and run scans on both a timed and conditional basis. Since initiating a more comprehensive program of monitored anti-virus & security protection, this customer has enjoyed full functionality of their automation equipment. Moreover, the customer subsequently reported consistent and substantial improvements in getting timely remote alerts from the system. Furthermore, ThermaServe recently worked with their IT contractor and moved this customer over to an e-mail based notification protocol. This allows the customer to keep an archived record of the communiqués transmitted to the team, with time and date stamps built in. Since taking over the automation controls service program, ThermaServe routinely monitors this PC. Its performance is checked every 90 days, and is routinely evaluated, making this building automation computer the reliable communications and diagnostic tool it was always meant to be.



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