

BUILDING A BUSINESS USING LCBS CONNECT™

Relevant Solutions, Inc. of Salt Lake City, Utah

“I’ve been in the business for 44 years, and I see LCBS Connect as one of the best business-building solutions to come along in a long time.”

*Rick Jones, Director of Building Solutions
Relevant Solutions, Inc.*

Light Commercial
Building Solution -
Case Study



The Foundation For Business Growth

As a distributor of solutions for commercial buildings, Relevant Solutions, Inc. in Salt Lake City, Utah, has lived up to its name by learning to adapt to changing times. “One of the driving forces behind our growth,” notes Rick Jones, Relevant’s Director of Building Solutions, “is always seeking out solutions that make our contractor customers more competitive. So when I first learned about Honeywell’s LCBS Connect, I knew I had a winner.” LCBS Connect helps contractors operate more efficiently through remote system monitoring and diagnostics.

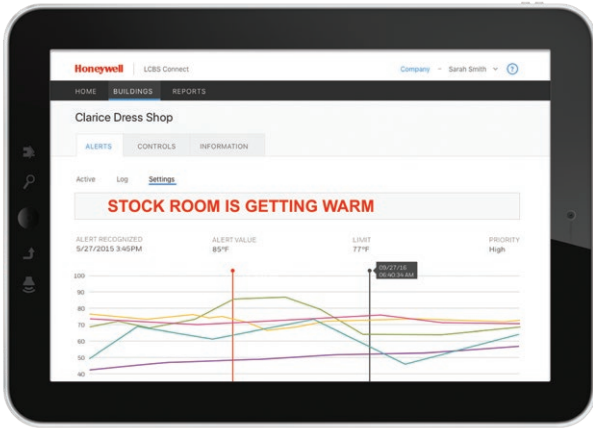


REMOVING THE MYSTERY

Anytime a new solution hits the market, there’s always an uncertainty about how it works, how to use it, and who will buy it. So before Relevant Solutions could build its business around LCBS Connect, it needed to answer all those questions for itself as well as its customers. “We could see the value right away,” said Jones, “but we had to be sure there’d be a market, meaning the end users that our customers work with.”

Noting the energy savings that LCBS Connect achieves for building owners, Jones and his team came up with the idea of packaging LCBS Connect with energy-saving rebate programs from local utilities. “They don’t want to build new power plants, so they love solutions that cut energy usage, especially in commercial applications.” The combination of LCBS Connect with utility rebates gave contractors a powerful one-two sales punch. “If you can go to a building owner and say that you’ve not only got an outstanding energy-saving solution but also have the means to help them pay for it, you’ve got a deal that’s hard to say ‘no’ to.”

Rick Jones and his team train all contractor customers how to install and use LCBS Connect. “It’s all part of taking that mystery away. Frankly, it’s so easy to install that they don’t need much training there. But we want to be sure they understand all the ways that the data it provides can save them time and money. And, just as important, we want to be sure they’re able to show the many benefits to their customers.” One or more Relevant Solutions representatives also attends each contractor’s first LCBS Connect installation to make sure everything goes smoothly. “We’ve committed to growing our business with LCBS Connect, and superior customer service is one of our hallmarks anyway, so it just makes sense to support our customers every way we know how.”

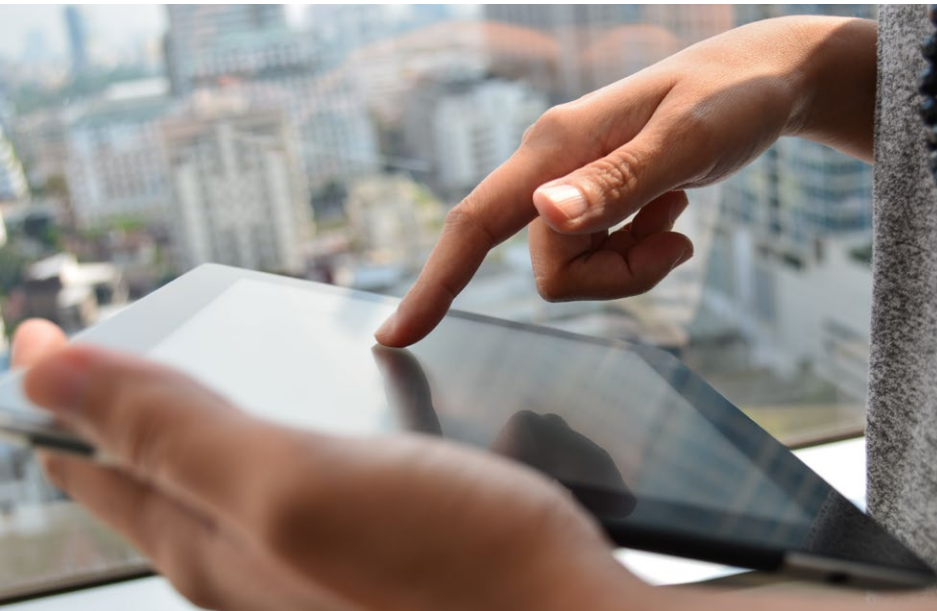


OUTSTANDING RESULTS

Rick and his dedicated team have seen their work and commitment to LCBS Connect pay off. “Our year one sales results were remarkable,” Jones notes. And success breeds success. “The contractors we’ve trained who’ve adopted LCBS Connect are extremely happy. They’ve not only increased their sales, but they’ve also been able to add and retain more service contracts. Even more, their customers are happy because they save thousands of dollars each year in utility costs, plus they have ready support from their contractor.” Jones is an end user himself.

“ We installed LCBS Connect in our building with the idea of using it for demonstrations. A side benefit, one that’s actually become a big benefit for us, has been a big drop in our own energy costs.”

Not a bad way to build a business!



What Is LCBS Connect?

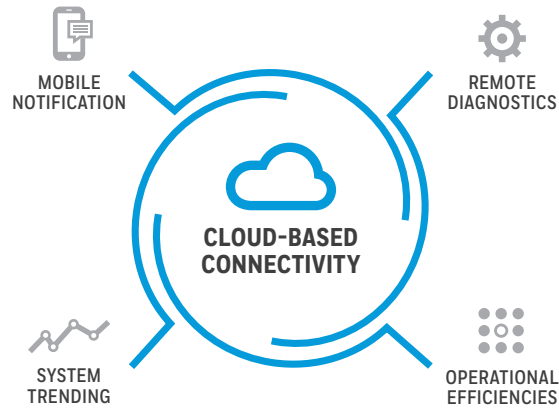
LCBS Connect is a connected solution that lets you remotely monitor all of your buildings 24/7, so you can operate more efficiently by diagnosing and analyzing problems without making a trip. You’ll be able to service more buildings without adding staff.

- Improve service to your customers and grow your business
- Monitor and troubleshoot light commercial buildings from anywhere at anytime
- Operate more efficiently by remotely diagnosing problems and providing preventive maintenance
- Handle issues before your customers are even aware of them
- Grow customer satisfaction and retain service contracts
- When you do need to get in the truck, you’ll be better prepared

Successful Approach

Relevant Solutions built their LCBS Connect business with a variety of tactics. You can, too.

- Secure utility rebates to help offset the cost of the solution
- Hold contractor training sessions, including how to sell LCBS Connect
- Install LCBS Connect within their building for training purposes
- Help each contractor with their first installation
- Show contractors how to leverage the great LCBS Connect data
- Continuous availability and follow-up to ensure contractor success



THE SOLUTION FOR SUPERIOR SERVICE

LCBS Connect is about much more than hardware. It's a customer-satisfaction solution that deepens relationships to grow your business. Faster, more efficient service helps customers enjoy a superior experience — and helps you reduce nuisance calls. Put LCBS Connect to work for your business today.

For more information

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