

Case study

Higher Education Client

Supporting enrollment growth



The project

For nearly 35 years, this public university has relied on Johnson Controls people and technology to keep a full range of campus buildings, from classrooms and labs to athletic facilities and student housing, operating at peak performance. Through an Operations and Maintenance (O&M) contract, we help the university maximize operating budgets, achieve sustainability goals, and above all, meet student and staff expectations for health, safety and comfort.

The challenge

Our client is a prominent U.S. institution, leading with its traditional blend of arts and applied science while evolving to meet changing student needs and expectations. The school in recent years has expanded programs and seen dramatic growth in enrollment.

With that growth have come new and expanded facilities—from specialized spaces such as a revamped equestrian center and a new indoor football training complex to a new home for the School of Nursing. To keep students and staff engaged and productive, every building must operate at peak performance.

The solution

Johnson Controls provides the right people and the right technology to meet the institution's goals. Our responsibilities have grown right along with the university, scaling to meet today's needs and prepare for tomorrow's.

Technology supports uptime and energy efficiency

In 1988, we guided the school's first installation of a Johnson Controls DSC-8500 digital system controller, offering both control and energy management for air handling units and other building equipment. Today every campus building is either constructed with or retrofitted with direct digital controls. That minimizes maintenance while maximizing energy efficiency.

Our Metasys building automation system is used for nearly all campus buildings, in a network that today comprises hundreds of system controllers. Metasys provides a single platform to manage HVAC, lighting, security and life safety systems. Its intuitive interface, designed for the way facility managers really work, makes it easy to enhance team productivity, reduce risk, and increase building efficiency and sustainability.

Two plants on campus (soon to be three) use our connected chiller technology. Chiller data is automatically sent to our experts for remote analysis, guiding maintenance and reducing downtime. That leads to lower operating and energy costs and extends equipment life.

By the numbers

185

buildings operated and maintained

9,794,641

sq ft. supported and managed with Metasys

20%

emissions reduction targeted by 2024 from a 2008 baseline

O&M professionals augment facilities team

A Johnson Controls team of six HVAC professionals is onsite at the university full time, every day, to manage building operations and ensure continuity. They're part of the university's organization, included in the work order system, with clearly defined responsibilities and goals. They also coordinate with Johnson Controls fire and life safety professionals as needed and are supported by our local branch. The team lead serves as a single point of contact, ensuring prompt response to operations and maintenance issues.

Our professionals own the responsibility for operating all buildings across the campus— managing hot water and chilled water systems, monitoring meters and calibrating equipment, and partnering with the school's engineers on energy audits.

Regular meetings and reports show administrators the value of the preventive maintenance we deliver and also include recommendations for future equipment replacements.

Johnson Controls has been essential to the campus for more than 30 years, starting with a planned service agreement and evolving to full O&M responsibilities. Today we're trusted advisors on daily operations, lifecycle planning and new construction, identifying opportunities to reduce energy use, increase sustainability and support enrollment growth with superior facilities.

Johnson Controls services include providing new construction guidance, highlighting energy-saving opportunities, and ordering long-lead items for upcoming projects—especially valuable given the tight timelines for projects that must be completed while students are off campus.

Most important, our team fixes problems before students and staff are affected, creating an experience that increases satisfaction and supports retention. We help keep this university on the cutting edge.



Meet the team lead

For more than five years, this Johnson Controls Customer Business Manager (CBM) has served as the single point of contact for university staff. He works as an extension of the university's facilities management team, guiding

day-to-day operations and maintenance for nearly 200 buildings with his in-depth knowledge of the campus. The CBM and his team of half a dozen O&M professionals also provide consultative services for new construction, promoting efficient operation and ensuring facilities from classrooms to barns to labs to housing help keep students and faculty engaged and satisfied.