







BRENAU UNIVERSITY IOT TECHNOLOGY DRIVES EFFICIENCY WITH SMARTER CAMPUS FACILITIES

Innovative AIWXTM Connect enhances building performance and student satisfaction with data-driven intelligence.

The post-pandemic environment has created a lasting challenge for higher education. A declining skilled workforce, falling revenue streams, and increased campus community demands have created a lasting challenge for colleges and universities, particularly in how they manage their facilities.

Brenau University, a private university in Gainesville, Georgia, successfully navigated these challenges and elevated its facilities stewardship by embracing a data-informed decision structure. The campus deployed AIWX Connect in January 2021, just in time to prepare for the new normal in the Spring 2021 semester.

Enabled by Internet of Things technology, the university is reaping the benefits of realtime information to make smarter decisions with measurable returns on investment. In doing so, they have reduced their operating costs, improved service delivery, and positioned their institution for growth. Brenau University is now at the forefront of using data analytics and insights to deliver modern facilities services.



QUICK STATS

DATE PARTNERED: 2016 STUDENT POPULATION: 2,800 SERVICES PROVIDED:

- 0&M
- Custodia
- Grounds
- Dining

AIWX COVERAGE:

- 101,300 net cleanable sq.ft
- 3 campus buildings

AIWX CONNECT SERVICES INSTALLED:

- Indoor air quality monitoring
- Smart restroom service
 - Leak detection
- Demand-driven cleaning







USING TECHNOLOGY FOR DATA-DRIVEN INSIGHTS

Through Aramark's Intelligent Workplace Experience (AIWX) platform, Brenau University is realizing significant efficiencies during the most challenging of times. Armed with real-time information, the University is driving new efficiencies in its facilities operations.

<u>AIWX™ Connect</u> delivers a suite of business intelligence to drive efficiencies, improve planning and enhance customer service for a safer workplace. It combines the power of cutting-edge sensor technology with Aramark's operational expertise.

At Brenau University, AIWX sensors continuously inform a variety of building conditions including space utilization, indoor air quality, student feedback, and leak detection. These sensors provide 24/7 building intelligence in the form of continuously monitoring live dashboards, and real-time notifications when conditions are outside of acceptable thresholds.



AIWX enables Facilities Managers to understand exactly when and where services are needed, to achieve these key benefits:

- Replace manual processes and reduce human error
- Safeguard service conditions
- Reduce service response time
- Decrease energy utilization
- Increase occupant satisfaction
- Prevent issues before they even arise



With AIWX Connect, we're able to see which spaces are being used daily and assign cleaning assignments accordingly, which is so much more efficient, cost effective and addresses the needs of students and staff."

3 KEY PROGRAMS BEHIND A SMARTER CAMPUS AT BRENAU UNIVERSITY

1) On-Demand Cleaning: Technology-Informed Deployment

Brenau University piloted its AIWX program by targeting cleaning operations in two critical buildings. Like most institutions' staffing schedules assume 100% building occupancy, meaning every space within a building is used at some point during the day and therefore must be cleaned every day. For Brenau University, this meant staff were responsible to adhere to a fixed schedule each day.

Unfortunately, the University lost 38% of its available staffing for these buildings, due to COVID-19 and other labor pressures. The result was a significant challenge to remaining staff to maintain their cleaning footprint with less resources, while also meeting increased demand, such as higher cleaning frequencies.



Simultaneously, AIWX space occupancy sensors provided new information on the actual utilization of space. Through realtime data, Aramark was able to document that on average 45% of the net cleanable square footage was unoccupied each day. This data intelligence allowed Aramark and Brenau University to completely rethink the traditional labor allocation model. The university has now embraced an on-demand service model, allowing for the most efficient allocation of resources and increasing service delivery. Informed by the daily occupancy data, the team shifted to a dynamic scheduling model, cleaning only where the need exists each day.

2) Smart Restroom Service: Increases Student Satisfaction

Virtual supervision of campus restrooms not only keeps them well serviced, but also provides insight into service response times and service validation. To ensure optimal customer satisfaction with restroom services, real-time occupant requests for service get a response — often within minutes.

60%

With the smart restroom service, students and staff gain:

- Visibly clean and stocked restrooms
- Faster response to their service requests
- A higher level of service satisfaction

DID YOU KNOW?

of current students recommend prospective students to check the status of on-campus restrooms before enrolling.

<u>National Handwashing Survey</u>





RR

- Luther Headley, General Manager, Brenau University Facilities

3) Continuous Air Quality Monitoring: Protecting Assets and Improving Comfort

On the other side of campus, the Brenau University library holds an extensive collection of rare books and priceless artifacts. Their location in Gainesville, GA presents a challenge for maintaining humidity levels at large, but this issue increases exponentially with protection of humidity-sensitive assets.

Before AIWX installation, humidity levels were manually recorded, with insight limited to point-in-time logs during daytime hours. In this approach, no known humidity issue existed.

With the installation of AIWX air quality sensors, a completely new picture of building performance emerged. Sensors began collecting 24/7 continuous data around temperature, humidity and CO2 levels. The continuous data uncovered a repeated spike in humidity occurring between 11pm and 7am each night, unveiling an issue previously unknown. Armed with this data, a discovery was made that the roof top air handler outside air damper was pulling in 100% outside air each night. In response to this nightly introduction of humid air, each morning, the HVAC system would overwork in order to stabilize the humidity levels. By the time the next day's manual recording was taken, humidity levels would stabilize, leaving the problem unseen. As a result, Brenau University was incurring an unnecessary energy expense, experiencing equipment degradation and became uncomfortable for the students and staff in the space.

Continuous monitoring of air quality using AIWX sensors enabled data-driven root cause diagnosis and appropriately optimizing the roof top unit to achieve necessary indoor air quality conditions, that in turn improved comfort and reduced energy spend. As a result, the campus now has insight into indoor air quality data to confidently preserve the institution's precious assets and provide comfort for students and staff.

Brenau University has seen the power of data intelligence in transforming how they manage facilities, pushing them to the forefront of intelligent facilities management. That's why they are working to expand the AIWX platform to other areas on campus. Now it's time to see how AIWX can improve your campus operations.

The continuous attention to your campus' real-time needs supported by AIWX technology takes student satisfaction and overall efficiency to a whole new level. With AIWX, we build a comprehensive and customized intelligence platform supported by one gateway system feeding into one live dashboard to deliver on the unique needs of your campus environment.

FOR MORE INFORMATION, VISIT <u>AIWX CONNECT</u>. IF YOU ARE READY TO DRIVE BETTER INSIGHTS AND STUDENT SATISFACTION ON YOUR CAMPUS, CONTACT US TODAY.

CONTACT US

