



*Professional Services
for Building Performance*

ESI MANAGED SERVICES

ESI offers managed services for facility and energy management. These services combine a dynamic analytics platform with expert energy engineers and data analysts and ESI's patent pending process; Building and Energy Performance Analysis. This process optimizes building performance and maximizes operational efficiencies. ESI's managed services have led to significant returns for our clients in 2012:

- Over 20,000 Issues resolved in 2012
- 37% Service Call-Back Reduction
- \$8,480,000 Avoided Energy Costs
- \$2,120,000 MRO Reduction
- \$1,345,000 FTE Savings

STRUCTURED REPORTING

ESI measures and verifies results. In addition, each issue is tracked and reported with information that includes:

- Location
- Source of fault and cost
- Percent of contribution
- Issue and recommendation
- Ticket number
- Date reviewed

ESI'S BUILDING & ENERGY PERFORMANCE ANALYSIS PROCESS

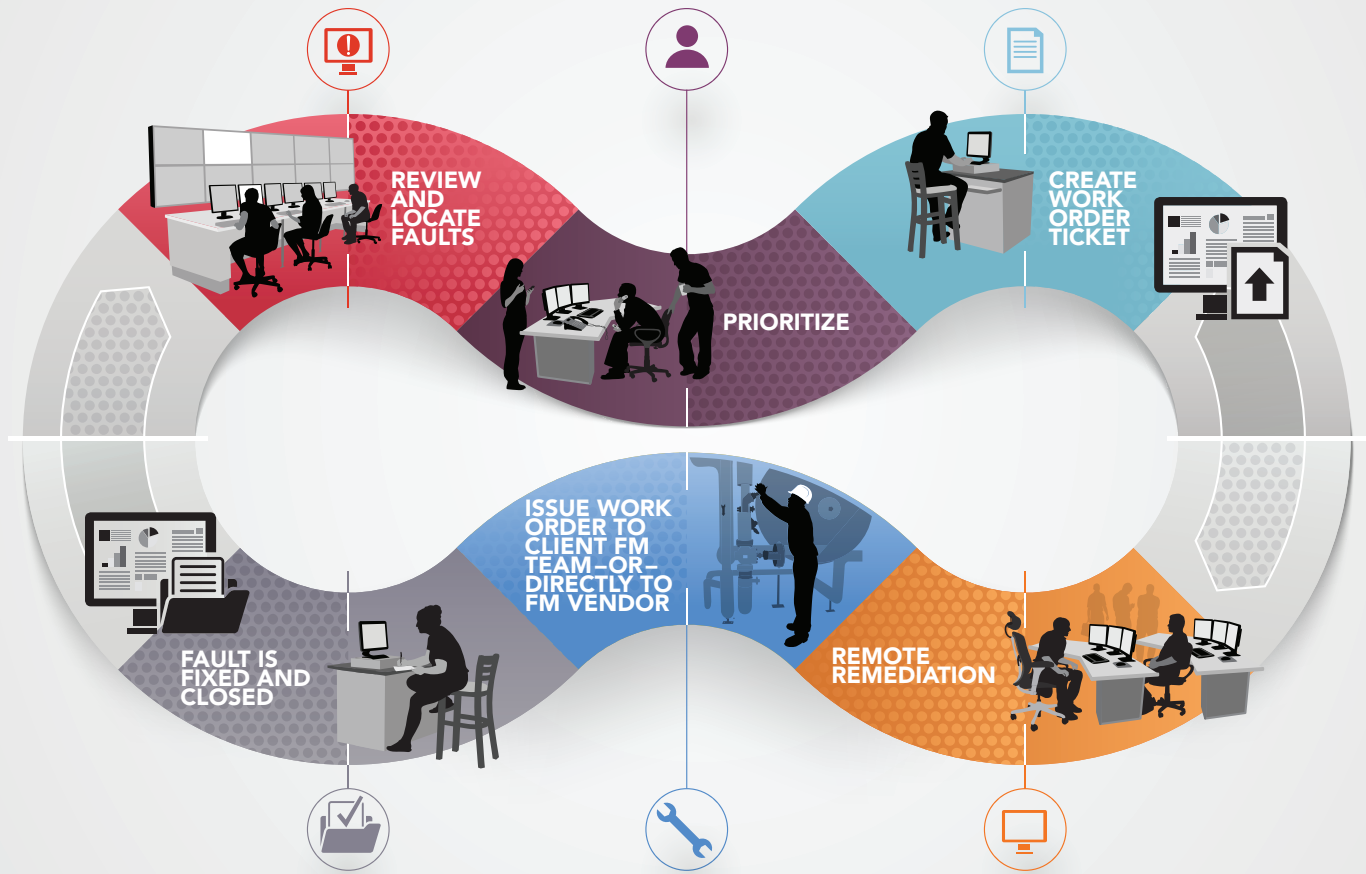
ESI employs proven technology, processes and expertise which enables the ESI solution to act as an extension of our client's facility management team. ESI provides a help desk for responding to issues, questions, and service requests. The Building and Energy Performance Analysis process provides analysis, triage, diagnostics, advanced analyst services, issue tracking and corrective action management.

There are many attributes of the ESI Building and Energy Performance Analysis Process that extend the value of the solution throughout the enterprise:

- Key performance indicators portfolio consolidation
- Multi-data source integration
- Multi-dimensional data visualization
- Predictive analytics
- Data parsing based on user authentication
- Standardized and ad-hoc reporting services
- Customizable interface
- Cloud-based service
- Mobile-based applications



How the ESI Building and Energy Performance Analysis Works Day to Day



STEP ONE THE DATA-ANALYTICS PLATFORM EXPLORES THE FACILITY IN REAL TIME TO ENSURE RAPID RECTIFICATION AND MINIMAL EFFICIENCY LOSS.



STEP TWO ESI ENERGY ENGINEERS REVIEW AND PRIORITIZE FAULTS TO ENABLE THE MOST EFFICIENT AND EFFECTIVE ALLOCATION OF RESOURCES TO ADDRESS MORE IMPACTFUL FAULTS AS QUICKLY AS POSSIBLE. THIS IMPROVES EFFICIENCY AND DRIVES DOWN COST. WE PRIORITIZE FAULTS BASED ON REDUCTION AND COST IMPACT TO THE BUILDINGS.



STEP THREE WE ASSIGN A WORK ORDER TO THE FAULT FOR DIAGNOSIS.



STEP FOUR ENERGY AND SUSTAINABILITY ENGINEERS INVESTIGATE THE FAULT AND CORRECT REMOTELY ACCORDING TO PRE-DEFINED RESPONSE PROTOCOLS, WHICH WILL BE FLUSHED OUT IN THE MEASUREMENT & VERIFICATION PLAN PRIOR TO CLOSING.



STEP FIVE FAULTS THAT CANNOT BE RESOLVED REMOTELY ARE IDENTIFIED AND TRANSFERRED TO THE CLIENT FACILITY MANAGEMENT TEAM OR FM PARTNER WITH PROBABLE CAUSE IDENTIFIED AND DIRECTIONS TO CORRECT THE ISSUE. WORK ORDERS ARE TRACKED.



STEP SIX ONCE ESI ENERGY ENGINEERS REMOTELY ADDRESS THE ISSUE OR THE CLIENT FACILITIES MANAGEMENT TEAM HAS MADE THE NECESSARY REPAIRS, THE WORK ORDER TICKET IS CLOSED AND LOGGED.