

Walk Through the Front Door

The power of combining software with field services for building data verification



The Problem

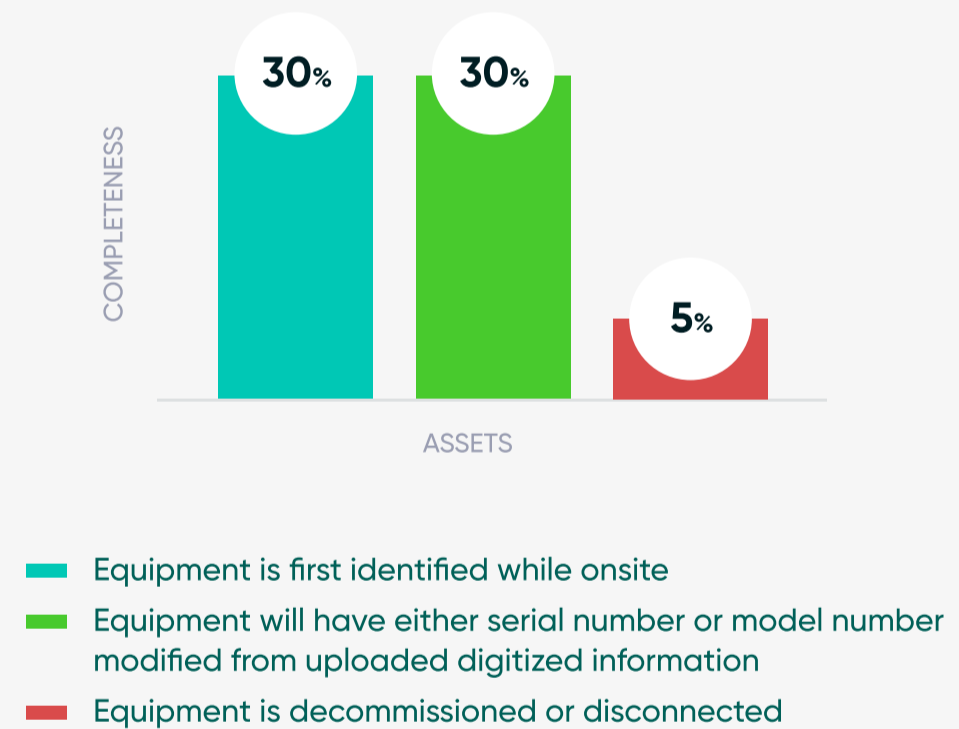
- Building operators encounter numerous demands, on an annual basis, to collect and verify building data relating to compliance, operations, insurance, and lending issues.
- These data requests are inconsistent, non-standard, time consuming, and disruptive resulting in frustration and operational inefficiencies.

The Solution

Onsite data collection results in verifiable, uniform, and consistent formatting, increasing the quality of data, which reduces waste and inefficiency. This enables building operators to respond to requests faster. We have measured accuracy improvements of up to 50% avoiding redundant data collection and verification.

For example, verified data allows for automation of the submission process to Energy Star, **eliminating the need for consultants and saving valuable time for the property team.**

Typical Data Correction Requirements
After a Site Visit

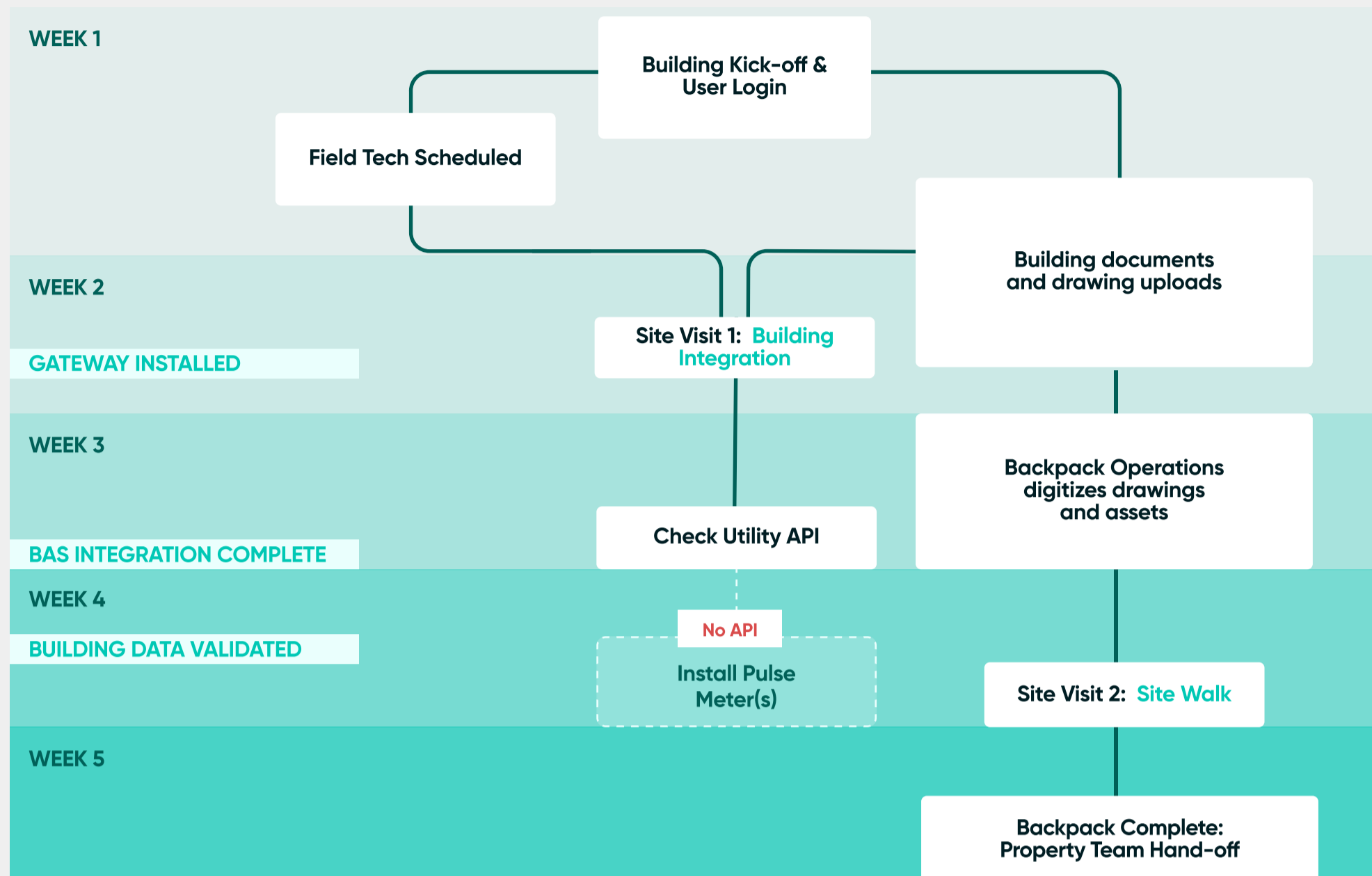


How We Do It

Backpack developed a comprehensive solution combining the Backpack software platform and a nationwide distributed labor force of field service technicians to address the challenges of building data quality and the process of verification.

The Backpack software platform enables efficient onboarding, helping building operators aggregate and unify building information into one single source of truth. Our field service professionals collect and verify onsite data, ensuring accuracy and consistency.

High Tech & High Touch = Efficiency & Scalability



Backpack field service deployment process

Additional Results

Every building is unique. We learn something new at each building which could not have been determined remotely. **In over half of these cases, we find an error or correction that is significant** such as: whether something exists or not, what meters exist or what they serve, and even the existence of new equipment that fails to appear in any digitized record.

Customer Insight

The digital onboarding experience has made it easy for us to manage and verify data, while the field service team helped ensure accuracy and consistency. We now have a central source of 3rd party visually verified and consistent building data that we can rely on, enabling us to make informed decisions and give us confidence when reporting for compliance and sustainability initiatives.

— As paraphrased by a Sustainability Manager for a mid-size CRE ownership group

