



Long Term Relationship

University of Southampton

TREND advance and the University of Southampton have been working together since the late 1980's. This long term relationship has the obvious benefit of enhanced site knowledge, but it brings so much more than this.

Major service works

The TREND advance team carry out bespoke servicing of the University's comprehensive Trend BEMS infrastructure that serves over 300 buildings. These range from highly technical laboratories to more straightforward offices and common

learning spaces and to residential Halls of Residences; and cover a total net floor area in excess of 400,000m², over 2/3 of the entire estate.

Reactive support

TREND advance are ready and able to support the site 24/7. This includes both site visits and remote access via the 963 Supervisor, meaning the team is there whenever needed. Over the life of the current contract, 58% of fault calls have been resolved remotely, ensuring downtime and energy wastage is kept to an absolute minimum.

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Energy focus

A service level agreement of this size places extra importance on working seamlessly with the many different business functions within the University. Regular discussions are held with the site energy department to ensure we maximize the benefits the Trend BEMS provides.

An eye to the future

We work very closely with the maintenance, projects and energy teams to ensure the University reaps the benefit of the very latest Trend offerings.

Trend's commitment to backward compatibility ensures new technologies can be easily adopted without issues to business continuity. The University of Southampton uses the majority of the product range from IQ1x to IQ4 controllers, IQECO, TONN, VSD2H with BACNET integration, 963 Supervisor and the brand new IQVISION.

TREND advance are committed to ensuring we not only maintain the existing BEMS to optimal efficiency, but also continue to demand more from it for the University with the use of smart engineering, remote services and new product integration.

“The TREND advance team work in a very structured way that has resulted in an increasingly positive and collaborative relationship that is to the benefit of both parties.

One example of this is in relation to the introduction of our Computer Aided Facilities Management System, Planon, where TREND advance have embraced what we are trying to achieve and in so doing have helped set the standard for what we hope to see from all of our service providers.”

Mark Turner | Head of Engineering Services

The TREND advance team provide customers with 24/7/365 service and support across the UK.

With more field based personnel than any other controls manufacturer, you can rest assured that we have the skills and capability to provide local expertise where and when you need it.

For further information about this case study please email Trend Marketing, marketing@trendcontrols.com or visit www.trendcontrols.com