

# SUN PLAZA

Setting new standards  
in operational efficiency  
and safety of occupants

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Case Study

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**Honeywell**

# OVERVIEW

Sun Plaza is one of the most iconic and recognized commercial buildings in Maslak district of Istanbul, Turkey with its unsurpassed construction safety quality, innovative vision, and high technology systems.

**The 37-floor commercial building covers 30,000 m<sup>2</sup> office space and 50,000 m<sup>2</sup> common areas.**

Since the building opened its doors to occupants in 2005, the facility constantly maintains its building to ensure the safety of occupants and operational efficiency of the building.

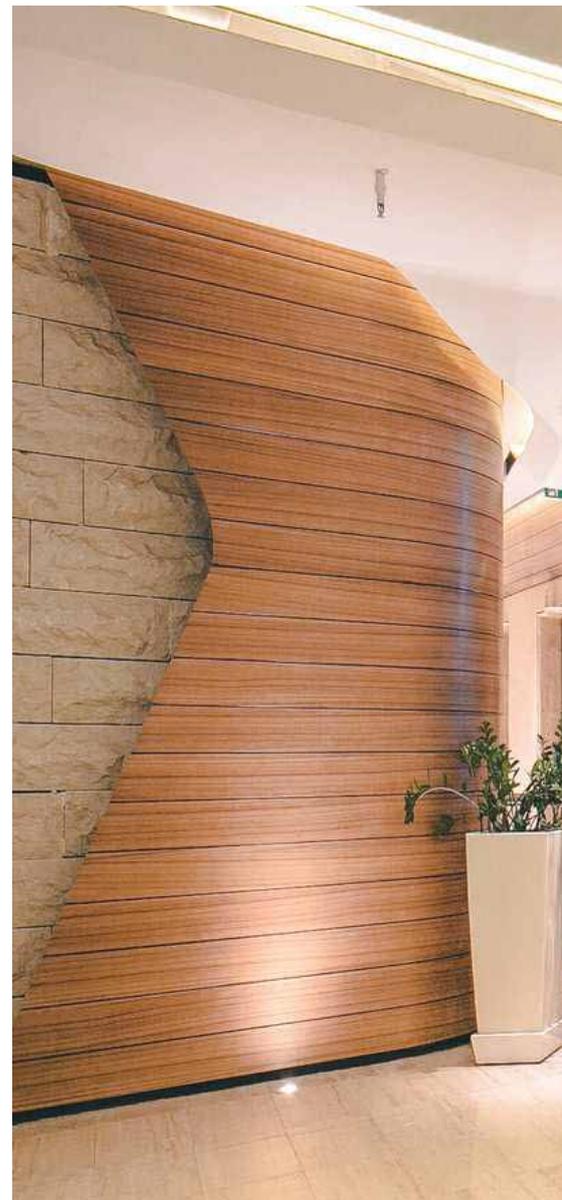
It has continued to achieve this by implementing the latest technology systems and set new standards in efficient facility management. Sun Plaza is Turkey's first and only plaza that has ISO 9001: 2008, ISO 1400: 2004, OHSAS 18001: 2007 certifications on "Plaza Management and Operations."

Sun Plaza has been a service customer of Honeywell for more than ten years. Previously, Honeywell installed traditional preventative maintenance service. This includes FCU (Fan Coil Unit) automation, VAV (Variable Air Volume) and HVAC (Heating, Ventilation, and Air Conditioning) control systems, Enterprise Building Integrator (EBI) R430, XL10s, XL5000s, and Zone Managers.

## BUSINESS DRIVERS

Since the competition in commercial buildings is increasing day by day, the escalation in rental fees is becoming an important challenge for FM managers. Therefore, Sun Plaza is working on achieving success through investments in new technologies and automated processes instead of manual labor and systems. To that end, the FM defines the top growth drivers for itself.

- To leverage new technologies that standardize the business processes for further consistency and quality of services across the building – resulting in more comfort, energy savings, and superior air conditioning for the benefit of various tenants.
- Modify the process to value based activities from labor intensive activities.
- Achieve significant energy savings through predictive solutions which have a direct impact on business costs, resulting in optimum service to customers.
- Provide data transparency to customers and tenants; visibility and timely access to data at different levels.
- Leverage new building technologies as a resource to measure increasing customer demands, while reducing the cost of delivering those services.
- Allow free time for staff and reserve more time for their core activities that enhance the overall operational efficiency of the building.



## THE SOLUTION

Based on the long-term relationship with Sun Plaza, Honeywell was eager to meet their customer needs. The Honeywell team proposed and implemented a pilot project to demonstrate the benefits of their Forge Digitized Maintenance\* by moving the facility operation approach from preventative to predictive.

*\*Formerly Outcome Based Service (OBS)*

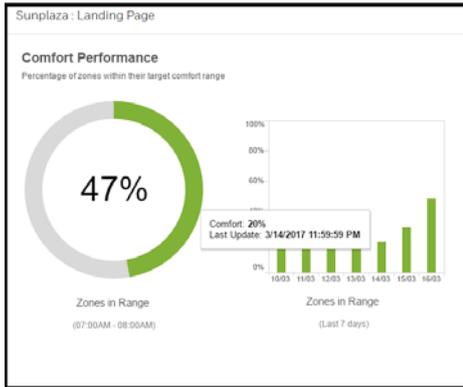
## THE OUTCOME AND BENEFIT

Honeywell delivered 6 months trial of Forge Digitized Maintenance across four floors of the building by focusing on the airside systems and systems associated with occupant comfort and complete replacement of the previous system with Forge Digitized Maintenance. 24/7 monitoring and analysis of the building performance achieved the following:

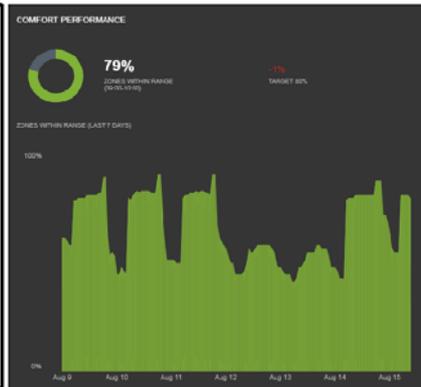
- Identification of a number of faulty sensors were identified way ahead of the next maintenance cycle
- Monitors building's performance and detects faults at an early stage often before they lead to bigger problems
- Tracking down facility operations of units led to reduced energy consumption by the equipment
- Reduction of energy consumption and occupant discomfort as the facility manager was equipped to fix the VAV boxes leaking airflow
- By monitoring sensors and conditions more closely, the building provides a better internal environment and improves occupant satisfaction
- Corrective actions were taken and air condition remained as expected in the building
- Improved visibility of buildings and systems by the facility management
- Flexibility of sharing results with customers and tenants
- Effective management of operational costs



## Initial System Performance



## Post Forge Digitized Maintenance System Performance



The overall improvements in the building systems have led to cost savings that is a differentiator for SUN PLAZA to attract more customers for a sustainable business opportunity.

## KEY FEATURES



**Performance Focus with Real-Time Analytics**

Real-time facility data to support increased operational performance, optimal efficiency, and maximize uptime to impact the bottom line.



**Dynamic Preventive Tasking**

Focus on high impact activities mitigates the risk of downtime caused by problems on site and improves operational efficiency.



**Performance Dashboards and Reports**

Visibility of building performance and KPIs support informed decision-making to increase operational efficiency and reduce cost.



**Life Cycle Management**

A plan to keep systems current with predictable costs to optimize system performance and to support IT compliance.



**Continuous Service Improvement**

Systematic reviews sustain operational performance and reduce the risk of critical incidents and occurrence of downtime.



### For more information

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