For more than 50 years, Denver-based Haynes Mechanical Systems has served customers up and down the Front Range of the Rocky Mountains, a service area that has grown over the years to a region stretching from Fort Collins in northern Colorado all the way to Phoenix, Ariz. Since its founding by Fred Haynes in 1968, the company has focused on preventive, predictive maintenance and upgrades of mechanical and electrical systems in commercial buildings.

Haynes has become one of the leading mechanical service providers in its region by always focusing on one thing: the best interests of its clients. Helping customers understand what’s going on with their buildings and being great stewards of their assets is at the core of what Haynes does, said Kraig Haynes, company president.

From that has come a commitment to adopting the most cutting-edge technologies to ensure that customer systems function exactly as they should be. Over the years, that’s meant programs focused on everything from analytics, to vibration analysis, to metallurgical testing and more.

So when Haynes decided to add connected services to the company’s offerings, it was fitting that the company chose a solution that also puts customers and their equipment firmly at the center of the service world.

Helping customers save money with connected services

Haynes started offering connected services in 2014, and in 2017, began providing those services through Connect, powered by Key2Act. Connect collects the information produced by building equipment to identify trends and pinpoint issues, enabling mechanical contractors to find and fix problems, often before the customer is even aware they exist.

An early experience with a large financial institution client helped prove out Connect’s worth. Four rooftop units at one of the customer’s buildings had recently been replaced. Through Connect, the Haynes team discovered that three of the four units weren’t performing morning warmup correctly: Instead of turning on the heat, they were actually cooling the air down. Once the building would go occupied, all of the electric reheats would come on to warm up the building.

Haynes quickly fixed the issue, but had it gone undetected, it could have caused unnecessarily high energy costs for the customer. “The customer was ecstatic,” said Matt Koenig, senior service agreement sales manager. “They knew that their people couldn’t find that issue, and we wouldn’t have necessarily been able to find the issue just with our onsite folks. So having the connected services expose that was kind of an eye opener for both parties.”

Greater visibility and increased pull-through

Connect offers mechanical service providers and building managers eyes into their buildings they’ve never had before. “You’re able to literally go into the building and see what the building’s been doing, all the way down to the sensor level or the terminal level. Not just the main equipment;
you can see where all the issues in the building are,” said Wes Wedding, client services technical development leader. “Basically, we can look at every piece of equipment, real time or historical, and let you know exactly what’s going on.”

The increased transparency provided by Connect helps service providers reduce truck rolls, enables more efficient service calls, and generally empowers mechanical contractors to be proactive rather than reactive. “It allows us to see the problem before the technician even arrives on site, so we know who to send, and we know what the problem is before they even arrive,” Koenig said.

Visibility also helps mechanical service providers identify more pull-through work that they otherwise would never have found. Over the past year of using Connect, the Haynes team has experienced an increase in pull-through through the use of connected services, Koenig said.

“We have been uncovering pull-through on just about every job. The amount varies depending on the building. There's always stuff you find,” said Matt Fieber, energy services leader. “Failed sensors, bad setpoints, sequences of operation that need to be changed, scheduling that needs to be changed. There's always something there.”

**Connected services help increase customer retention**

Haynes has found that Connect’s value goes beyond more efficient service calls and greater pull-through. “Connected services really enhances the relationship that we have with the customer, because we are there for the long haul with that client and now we have better visibility to help them make better decisions,” said Jason Kiper, client services leader.

It also turns the vendor-customer relationship into a partnership. “I think we’re viewed as more of a trusted advisor than before,” Fieber said. “In the past, we would say that something’s broken, and they almost had to take your word for it. Now we can say something’s broken and show them the data behind why we’re saying something’s broken. We’re able to prove to them that it truly is an issue before they even approve the work.”

**Connect vs. the competition**

Connect isn’t the first connected services solution Haynes has used, so the company has been able to see the differences between the array of options in the marketplace. Connect has become Haynes’ go-to solution for a few big reasons: It’s easy to install and use, it’s compatible with multiple types of building automation systems, and it’s inexpensive.

“It’s far more cost-competitive, and we’re able to self-install. Before, we had to rely on the vendor to get it set up, and every time we wanted to make a change it was going back to the vendor and paying them,” Fieber said. “We can get a job connected, all the points trended, and get basic rules written in about a day. It was taking our previous partner a week.”

“We have gone through a couple different iterations of a connected services offering until we came to Connect,” Koenig said. “This is really THE service to use to provide analytics to our customer base.”

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**About Connect**

Connect, powered by KEY2ACT, is an affordable cloud-based solution that delivers actionable outcomes based on data collected from building systems and equipment. Connect integrates seamlessly with building automation systems to find system-level deficiencies that rob a facility of its comfort and efficiency potential. Service contractors can use Connect deficiency reports to provide focused visits to areas in a building that truly need attention, providing a better service experience, creating customer loyalty and cementing long-term relationships.