



COMMERCIAL

USE CASE: NATIONAL RETAILER

OVERVIEW

The second largest retailer in the world trusts the Lennox® Commercial National Accounts team to help maintain customer comfort and find energy efficiencies. As a leader in environmental sustainability, this corporation is committed to utilizing the most efficient and environmentally friendly products they can find.

To maintain comfortable shopping and working environments, this retailer contracted with Lennox Commercial not only as an equipment provider, but as a business partner. The two companies worked hand in hand to design a customized solution to meet the needs of a large, multi-zone space. Lennox Commercial worked with those designs to develop rooftop units that are not only cost-effective, but also support company sustainability objectives by delivering technology that results in reduced energy consumption.

SOLUTION

The corporate team became closely connected to Lennox Commercial's Sales, Product Management, and Engineering teams, who helped guide the path forward to develop the products needed to provide comfort while maintaining the retailer's values and promises to the communities they serve. The Lennox team invited the retailer to our research and development offices to see how the products were withstanding environmental, noise, and energy efficiency testing. In order to make ensure projects stayed on time, the Lennox manufacturing team provided equipment with factory-installed options that help reduce installation time and costs, along with streamlining commissioning to avoid issues. There are roughly 35 rooftop units to be installed at each store so the installation of these needs to be as fast as possible to maintain schedule. The installation-friendly design of Lennox Commercial rooftop units allows the installer to spend up to 10% less time on install and commission than the standard installation time for competitor units.

PROJECT RESULTS

A true partnership was developed and open, honest conversations take place regularly to identify the next opportunities for improvement. The products manufactured specifically for this customer have been maintained and providing cost savings for over 20 years. The partnership developed has led to a new product improvement project that will add even more optimization and cost savings to the retailer across their 11,000+ stores.

IMPACT OF PROJECT

Providing honest project partnership while maintaining the integrity of the distribution and improving installation processes developed into a long-standing, trusting relationship. The retailer expects the cost savings and sustainable energy efficiencies they receive from Lennox rooftop units, but what they have gained through the Lennox National Accounts team is a partner who is committed to doing the right thing for the customer, even when it is a challenge to do so.