

## CASE STUDY

**Client: Hero Telecom Service Centre**

**Large call centre operation**

### Site overview

Formed in 1994 with a vision to provide best-in-class contact centre services and technology solutions through voice, direct mail, online, mobile and social communications. HEROtsc is an outsourcing specialist with ten UK contact centres, employing more than 5,200 trained and experienced people. They're supported by a centre of excellence in India with 500 people. HEROtsc as the UK's leading contact centre company and a leading provider of highly innovative business solutions and services, for which they have won many awards.

### Services adopted

- Account Care
- Energy Health Check
- Energy Audit
- Smart Meter
- Utility Insight
- Edd:e
- Ecofit

Hero has used every one of the Utilitywise products and services; from handling their energy account through our Account Care service to fitting energy saving technology using our Ecofit teams.

### Energy savings

The main energy saving has come from the use of Edd:e to identify areas of high power consumption and Utility Insight to provide information on the site level gas use.

### Edd:e identified areas of high power use

The Utilitywise Edd:e circuit level energy monitor was used to provide detailed information about the power use across the site and even which circuit was consuming the most energy. Lighting across the site consumed 78.199kWh per day which produced 42.54kg of carbon emissions. A detailed Energy and Lighting Audit showed that savings were possible on the lighting. The lights used on the call centre floor are an unusual artistic design which bounce light off fabric sheets to flood light into the working areas, it was essential that any replacement lights had to work with this design while maintaining lux levels.. Our Ecofit LED lighting specialists conducted a full survey of the site. Our team then experimented with a range of lamps to see what delivered a reduction in energy

consumption while maintaining the correct light (LUX) levels and also worked with the designer fittings.

After the lighting was changed a substantial drop in energy use, the new lights more than halved the energy consumption, the same circuits now consume 38.251kWh.

### Utility Insight energy savings

Utilitywise arranged for the Hero site to be fitted with gas and electric smart meters. The data from these meters was fed into the Utility Insight, Utilitywise's smart meter reporting platform.



Utilitywise Energy Managers immediately saw a problem with the gas usage which showed a lot of demand while the offices were closed (yellow line on graph). Once the reasons for this were investigated and corrected the gas use fell dramatically (red line on graph).

*"Over the last few month we've been able to reduce Falkirk's gas consumption significantly, the last two months we have been +80% under budget!"*

Chris Wilson

Environmental Coordinator

Herotsc