



Volksbank Heilbronn is one of Baden-Württemberg's leading banks and, in keeping with its co-operative tradition, its watchwords are close contact with customers, reliability and an ethical corporate culture. Given that a bank's core business demands perfectionism, Volksbank Heilbronn is also very meticulous when it comes to organising 'facility management'. The bank believes in pragmatic co-operation between the responsible in-house staff and Sauter. Sauter Facts learned more during a round-table discussion with Volksbank executives Reinhard Stuntz, Departmental Manager, Operational Organisation, and Markus Schäfer, Property Manager, Facility Management, together with Norbert Lubitz, Manager of Sauter FM South-West.

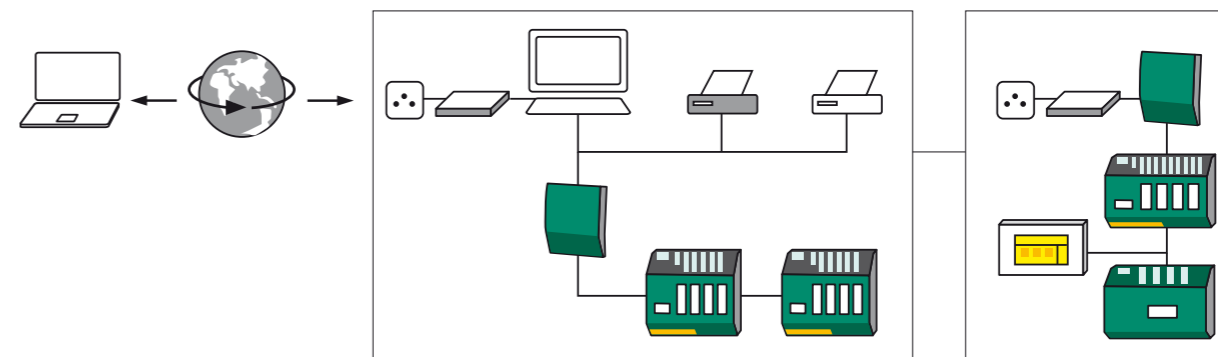
Volksbank Heilbronn's co-operation with Sauter began last year when the building management system was being refurbished. Sauter won the contract (issued by a neutral engineering consultant) because it offered the most convincing cost-to-benefit ratio for the required combination of system migration and technical facility management. The novaPro building management system now makes it possible to integrate different types of plant, whereas the previous system covered just HVAC.

"Facility management is a continuous process of improvement that brings efficiency and reliable operation."

Reinhard Stuntz, Departmental Manager, Operational Organisation, Volksbank Heilbronn



Recording all the operating data creates the basis for energy-efficient operation.



Heilbronn Control Centre

Branches

Bad Wimpfen, Neckargartach, Bad Friedrichshall, Oedheim, Neckarsulm

Gradual expansion of the system to multiple locations

At its Heilbronn headquarters, the Volksbank is currently co-operating with Sauter Cumulus, the system supplier, in order to gather experience with Sauter's new EY3600 system and to explore all the possibilities that it offers, especially as regards saving energy. The system is then to be extended to the six branches in Bad Wimpfen, Neckargartach, Bad Friedrichshall, Oedheim, Neckarsulm and Gundelsheim, where the option of on-site control and monitoring will be guaranteed. The aim is to minimise energy consumption in all of the Volksbank's buildings.

The procedure for this project has been precisely planned, scheduled and documented within the Volksbank. "Our bonus is also linked to goal attainment", Reinhard Stuntz explains. "Of course, Sauter is giving us indispensable support; we meet every three months."

From selective energy saving to overall energy management

The new building control technology has already enabled the Volksbank to save energy in several areas. For instance, garage lighting is now controlled by motion de-

tectors, and energy-saving bulbs have also been installed – but, of course, the goals are far more ambitious than this.

In the first phase, energy data are to be recorded and evaluated. To do this, the Volksbank is working with CAFM (Computer-Aided Facility Management) and special software. The EY3600 novaPro system supplies the necessary data such as operating hours, load peaks, fault and maintenance reports or consumption data from air-conditioning plants. "We need this information to generate maintenance and servicing orders, and also to determine and control the costs of the buildings", Markus Schäfer explains. "It produces an overall picture of plant functions and energy consumption. The CAFM system mainly supplies static information similar to inventory documentation, while the building management system provides dynamic status mapping for the technical building equipment."

"In 2008, we are planning an energy accounting system as the second phase; this will form the basis for comprehensive energy management across all our locations", Reinhard Stuntz adds. "Our building services staff are already being trained for this purpose. The goal is to take an integral view of the buildings as far as energy

is concerned. This is essential in order to achieve energy-efficient operation."

Guaranteed comfort every day for building users

In a few words, Markus Schäfer tells us what a normal day in the life of a Facility Manager is like. "I go to the control centre in the morning and see whether any interventions are needed, in the heating or cooling plants or maybe the louvres. Then I check the technical room to see whether any interventions are required there as well. If anything is not working perfectly, a message appears in the control centre telling us where the problem lies, with details and requirements to rectify it. This is one way in which the new Sauter system makes our lives easier."

"Here at our bank, 400 employees ought to feel comfortable day after day – and the same applies to our clients", Markus Schäfer continues. "This is why it's important for us to receive a message as soon as the air-conditioning system fails, so we can intervene before the users vent their annoyance on us. You could say that it's best of all if nobody notices us. That means that everything is running smoothly."

“But our Facility Management includes many other aspects as well”, Reinhard Stuntz adds. “To start with, there are services such as disposal, cleaning or providing drinks for conferences, then we draw up new parking regulations or install a ‘devil’s claw’ to prevent theft from clients’ letterboxes, and we even organise relocations.”

Increasingly demanding tasks for Facility Managers

The Energy Management project at Volksbank Heilbronn is an excellent example of the way that ‘management’ has become the most important part of a Facility Manager’s job nowadays. His tasks are moving more and more into areas such as information technology, planning and organisation. As

well as an understanding of installations, a Facility Manager also requires a knowledge regarding process planning, organisation and monitoring, not to mention budgeting and cost control.

“To keep absolutely up to date with everything, you need to have a deep interest in the subject and enough curiosity to tackle different tasks time after time”,

Markus Schäfer emphasises. “You have to keep on broadening your knowledge if you want to do this job properly nowadays, let alone in the future. The expansion of our system with energy management for all our locations is certainly not going to leave me short of challenges! It’s good to know that Sauter is making every effort to support us here.”



A Facility Manager’s strategic tasks include planning, organisation and monitoring of internal project processes.



The daily routine for the Facility Manager mainly includes checks on the building’s infrastructure – a task that requires varied technical knowledge and an acute sense of the needs of the building’s users.

Co-operation with Sauter: a guarantee of competence and continuity

People at Volksbank Heilbronn appreciate two aspects of their co-operation with Sauter: technical expertise and the human factor. “With Sauter, we are dealing with specialists who have practical expertise as well as academic knowledge”, Reinhard Stuntz explains. “Another point is that we

always talk to the same individuals, who understand us as well as our plant.”

“Once the extension of the system is complete, Sauter FM will be able to relieve us of more work in the energy management sector”, Markus Schäfer explains, and Norbert Lubitz adds: “At that point, Sauter FM will also take on responsibility for compliance with the ever-increas-

ing numbers of regulations and standards. And, of course, we shall go on supporting our partners at Volksbank Heilbronn as they continue to improve energy efficiency and attain all their goals in this area – to make sure they always get their full bonus!”

norbert.lubitz@sauter-fm.de



“It’s best of all if nobody notices us. That means that everything is running smoothly.”

Markus Schäfer, Property Manager,
Facility Management, Volksbank Heilbronn

In their quarterly discussions, Facility Manager Markus Schäfer and his partner Norbert Lubitz of Sauter FM assess how things are progressing and ensure that the project continues to run smoothly.