

# AT YOUR SERVICE

News and updates of the products, projects and people of building automation



VOLUME 1, ISSUE 1

## A Celebration of Yesterday, Today and Tomorrow

by Mike Riley & John Crownhart

Greetings, and welcome to our first quarterly newsletter! As the principals of Control Service Company, we would like to start off by saying how proud and honored we are to be leading such a talented, hardworking group of professionals committed to providing only the highest level of service to our customers. We are very fortunate to have such loyal employees and customers as part of our CSC family; it is each and every one of you who make our roles in this dynamic organization so enjoyable. Thank you for what you do and your dedication to CSC.

As we look ahead with excitement and anticipation for all that's on the horizon at CSC, we wanted to take this opportunity to share more about our new services and strategic direction. But before we look ahead, let's take a brief look back at how far we've come.

Control Service has been in business now for almost 50 years. Throughout these years, the building automation industry has changed pretty dramatically. Yet, we have continuously strived to provide the services and technology that best benefit our customers. In the late '80s as the industry began shifting from pneumatic control technology to the direct digital control (DDC) age, CSC became the 15th Automated Logic (ALC) Dealer in the United States to adopt the ALC brand. Simultaneously, this allowed us to position ourselves and our customers with the technology that would help them evolve into the future. Now, more than 25 years later, CSC continues to provide and service this robust platform, which features the most comprehensive set of building automation tools on the market that are powerfully simple to use.

Throughout the years, the advancements in this technology have brought an incredible amount of building data to your fingertips ... so much so that, without the proper tools to utilize it, it just becomes a bunch of noise and distraction. Therefore, CSC and Automated Logic have worked diligently to provide you with the tool sets — WebCTRL, Energy Reports, Environmental Index, Building Analytical, Scatter Plots, Thermographic Floor Plans, Time Lapse, Fault Detection and Diagnostics, Live Psychrometric Chart, Dashboards, and our patented Plant Optimizer — that make it easy to understand the innerworkings of your facilities and use the data collected to make smart business decisions.

Today, CSC continues to grow and add customer-driven services and facilities to help round out our building automation portfolio.

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In the fall of 2017, at the request of many of our customers, we added Access Control, Video Surveillance and Structured Cabling services to our capabilities list. In the fall of 2018, we will be moving into our new Lee's Summit headquarters, more than doubling our office and training space to better meet customer needs. Additionally, we have partnered with fellow industry leaders to bring to Kansas City a training facility that will assist customers in the areas of Building Automation, Lighting Control, Security, Video Surveillance, Structured Cabling, ABB Certification, HVAC Systems, CRC Lab Systems and much more. We look forward to showing off our new facility at an open house later this year (look for details in an upcoming newsletter!) and providing our customers with a place to advance various aspects of their facility management knowledge.

Thanks again for your continued support of Control Service Company, and we looking forward to serving you for many years to come.

## Discover the Power of 5

by Brad Masuen, Engineering Manager

### *G5 Update*

We are pleased to announce the product launch of the OptiFlex BACnet Integrator family of BACnet routers, the G5RE and G5CE. The first product offerings in our new next-generation Exec E hardware, the G5s are intended to replace the current workhorse router, the LGR25. Because the G5 hardware platform is a significant upgrade over the LGR25, it will provide the jumping-off point for our next generation of ME, SE and ZN line of controllers. The G5 is and will remain compatible with all existing Exec B field controllers. Meanwhile, the enhanced processing power in the G5 routers will allow us to continue to develop and run high-level analytical programming and fault detection for building owners. They also have an onboard network diagnostic feature that will, in troubleshooting network communication, issue and identify opportunities for network traffic optimization. We are excited by the possibilities and opportunities that this next generation hardware presents.

### *Visio 5 Update*

During the second quarter 2018 we will be launching an updated version of our engineering software. Throughout the years of using Microsoft Visio as our primary engineering tool, we have found many ways in which the product can be updated and enhanced to better serve our company's engineering needs. The goals of the Visio 5 rollout include:

- Internal code cleanup and improved functionality
- Enhanced revision tracking
- Updated stencil packs to include new HVAC, Lighting, and Access Control parts and pieces
- User experience improvements within the Visio operating environment

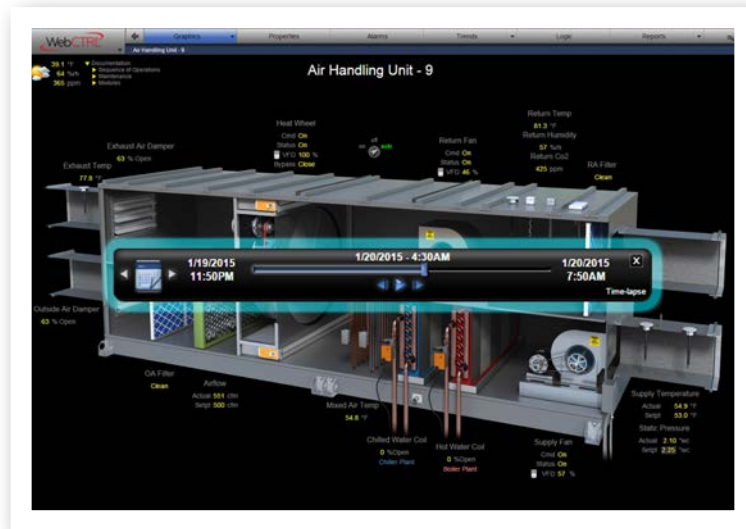
Design engineers John Spiegel and James Mikko have spent numerous hours developing and vetting many of these program enhancements, and we're pleased that their efforts have allowed us to create a more efficient tool to better serve our engineering needs.

# Help Us Shape the Future of Training

by Scott Ullrich, Service Manager

CSC has provided local customer-focused training for more than a decade at our Lee's Summit location. In that time, our training has evolved to meet the changing needs of our customers and ensure we continue providing the knowledge and expertise you have come to expect from CSC. We are pleased to announce that we will soon have a new website that will allow an improved training registration process. We have new plans for our training offerings to complement our new website, but we also want your input! If you have any ideas for training you would like us to consider offering, please contact me directly at [sullrich@controlservice.com](mailto:sullrich@controlservice.com) or 816.600.5800 in the coming months so we can continue to deliver local world-class training on relevant topics for your facility.

*Do you use it? Time-Lapse Graphics*



This feature allows you to roll back the clock and review real-time data on any piece of equipment connected to your Automated Logic System. This industry-leading feature is built into your existing system at no additional cost to you. Ultimately, it allows you to quickly review what happened, when it happened and why it happened without sorting through a pile of trend data. If you have never used this feature, consider trying it out.

Please let us know how we can continue to serve you. We have more than 70 people on staff ready to support your organization's energy efficiency, occupant comfort and other unique needs. If it's related to building automation, chances are we do that! We are here to assist you in developing solutions to optimize your environment today and in the future.

“Service after the sale is what truly makes CSC stand out from their competitors. By working with them, we're given the freedom to be as autonomous as we want to be in house, yet we have the confidence and comfort of knowing they're always there if we need them.”

**Bruce Gibson, Assistant Director of Facilities and Construction — Lee's Summit School District**



relax setpoints and reduce non-critical loads when demand levels reached a district specified level. These strategies will save the district significantly as demand charges penalize the customer for 12 months after they occur and are over and above the energy savings mentioned earlier.

## The Republic School District

by Stan Chandler, Pre-Construction Manager

We are excited to announce a brand-new partnership from our Springfield Office. The Republic School District in Republic, Missouri, has chosen Control Service Company to be its energy management partner!

In the spring of 2017, CSC began working with the district to identify potential energy savings district-wide. After all of the buildings in the district were modeled, the analysis showed an energy savings potential of \$5,286,593 over the life of the equipment! In addition to the energy savings gained from the Automated Logic Energy Management System we looked at mitigating electrical demand charges by monitoring demand levels and implementing strategies to

The district chose CSC from a field of contractors vying for this work because of multiple advantages it holds over its competitors. In addition to performing a modeling of the schools and highlighting the projected energy savings, the CSC team gave a presentation of the WebCTRL product's ease of use and power. We also leveraged our partnership with Noesis, which allows us to offer a flexible payment

plan resulting in a monthly payment that is less than the projected energy savings. This means the district ends up with a positive cash flow immediately.

On March 22, 2018, the Republic School Board voted to approve the \$1.4 million contract. The district facilities include an early childhood center, five elementary schools, a middle school, a high school and a transportation building. We

look forward to completing these projects and delivering the district energy savings, operational efficiencies, positive cash flow, and student and teacher comfort.

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# PROJECT SPOTLIGHT



# EMPLOYEE SPOTLIGHT

## James Mikko, Design Engineer

Information provided by Garret Hart, Parts Department



As companies grow, some become no more than brick and mortar. We forget that they are alive with unique individuals brought together and committed in a singular purpose. In our case this purpose is to help people by creating custom, innovative solutions and developing long-lasting personal relationships.

That is who we are, but it is often quite refreshing to get past the walls and meet the people who help make us who we are. So, in addition to all that we are doing to keep you updated on our products and services, we will also draw back the curtain and put the spotlight on the people of Control Service Company.

It is with great pleasure that we introduce James Mikko. James has been a rock-solid part of the engineering team for eight years here at CSC. One of the many great things about James is there is no façade of grandeur — quite the opposite. In a loud and busy world, you could almost miss his quiet and unassuming presence and, in turn, lose the privilege of getting to know someone whose depth of character is only challenged by the depth of his intellect. And the well is deep.

**Hobbies/favorite pastime:** When time permits, I enjoy relaxing outside, camping, reading a book in a hammock and working outside (not because I have to).

**Who would you want to live a day in the life of?** If I were able to bring technology to the people I would go WAY back, but if I were forced to choose selfishly, I would spend a day in the shoes of Ansel Adams. He got to see our country and all of its natural beauty before we completely overran it and ruined it all.

**Describe your perfect day:** It would start with waking up when my body (not my alarm) says to. Next, a big savory breakfast — no sweets. Then out to enjoy a crisp cool morning preferably by a river. Eventually I would set off to a hike with family and friends coming and going as they please. I'd grill out, play a game or two, drink a beer, and end the night with a movie.

**What are a few of your top movies?**

“Hitch” — I love the awkward dance moves of Kevin James. I wish I could even do some of those moves.

“Inception” — I really enjoy movies that make me think.

Ken Burns Documentaries — I grew up without cable, so I have cultured a great appreciation for these documentaries, which were so faithfully provided by PBS.

# BIG CHANGES

are coming to Control Service Company

(But our outstanding service will always remain!)



## We're moving and expanding our services!

Thanks to successful partnerships and projects, we've outgrown our current headquarters and are constructing a new building just up the road. This investment will allow us to:

- Offer advanced training courses at our state-of-the-art, hands-on training facility
- Provide access to over-the-counter parts for HVAC, lighting controls, VFDs, valves, security systems and more in our expanded warehouse
- Double our operational space to enable us to grow our team and provide the best possible service and support to our customers

**Thank you for your business, and we look forward to seeing you at our new headquarters in mid-2018!**

**Future Headquarters: 3621 NE Akin Drive, Lee's Summit, MO 64064**



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