



The fastest way to **connect**, **visualize** and **control** OT networks and critical infrastructure.

Case Study

TOSI ENABLES \$1.35M+ SAVINGS FOR LARGE FINANCIAL SERVICES FIRM



THE CHALLENGE: HIGH COSTS FOR SERVICING AND COMMISSIONING

Managing facilities across 250 sites, a large financial services company faced limited visibility into field operations, increasing service costs, delayed troubleshooting, and an inability to perform preventive maintenance efficiently due to a lack of secure remote access.

Vendors and service providers were heavily dependent on onsite visits to diagnose and resolve issues, creating significant operational drag:

- Preventive maintenance activities were often delayed or skipped.
- Service providers had limited visibility into building systems.
- Troubleshooting required costly truck rolls.
- New site commissioning required significant onsite labor.
- Leadership lacked operational data to quantify inefficiencies.

THE SOLUTION: A UNIFIED CONNECTIVITY AND ACCESS STANDARD

To standardize data collection from its 250 sites, the company is developing a common connectivity and access standard that includes the Tosi Platform. When it is deployed across the portfolio, the organization will collect operational data consistently from each site to enable predictive maintenance strategies that are difficult to implement today.

With visibility into equipment performance, alarms, trends, runtimes, and operational conditions across hundreds of locations, maintenance teams can move beyond reactive and preventive maintenance toward a predictive model.

PHASE I PILOT: RESULTS AND VALUE DRIVERS

The initial 10-site pilot deployment is providing the data needed to quantify operational impact. Early indicators suggest that the largest value drivers are not travel savings, but the ability to execute preventive maintenance, reduce commissioning costs, accelerate troubleshooting, and standardize operations across a 250-site portfolio. The business benefits include:

Service Call Reduction: Prior to the deployment, one New York location generated 34 service calls over 18 months for a total cost of \$60,000. Many of these visits involved diagnostics and troubleshooting that could have been performed remotely. If just 80% of these visits had been avoided, the potential savings is \$45,000 at a single site.

Minimize Enterprise-Wide Service Call Costs: Prior to deployment of the solution, assuming a minimum of 1 service call annually at a cost of \$1,000 at each of the 250 sites, the annual spend is at least \$250,000. Emergency service calls, overtime labor, travel expenses, and lost productivity add to that cost.

Streamlined Commissioning: The organization currently has approximately 40 new sites entering commissioning. Traditional commissioning costs are up to \$20,000 per site. Commissioning with secure remote access enabled by the Tosi Platform, reduces this to about \$5,000 per site, with a potential savings of \$600,000 across all 40 sites.

Faster Issue Resolution: One documented example showed a troubleshooting request taking between 14 and 46 weeks to get the appropriate troubleshooting resource onsite. With secure remote access enabled by the Tosi Platform, subject matter experts can connect immediately, the initial investigation can occur within minutes, and problems can be identified before dispatching technicians. This results in reduced downtime, faster restoration of services, and a better customer experience.

Preventive Maintenance Enablement: Perhaps the most important finding is not related to travel savings. The organization currently struggles to execute consistent preventive maintenance because vendors cannot easily access systems remotely. Remote access based on the Tosi Platform shifts the maintenance strategy from reactive to proactive by enabling routine inspections, trend analysis, alarm review, configuration validation, and early issue detection.

FINANCIAL IMPACT SUMMARY

CATEGORY	POTENTIAL SAVINGS
Service Call Reduction (250 sites over 3 years)	\$750,000+
Commissioning Savings (40 sites)	\$600,000
New York Site Optimization (1 sample site)	\$60,000+
Downtime & Preventive Maintenance	Significant (Value Unquantified)
Total Estimated Business Impact	\$1,350,000+

By deploying the Tosi Platform, the organization is on track to capture over **\$1.35 million in business impact** while simultaneously strengthening operational resilience and service delivery.

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