

NIAGARA SUMMIT 2026

SEAMLESS CONNECTIVITY,
POWERFUL INTELLIGENCE

NS²⁶
BUSINESS

TRIDIUM

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3:30PM – 4:20PM | WEDNESDAY

REMOTE CONNECTIVITY & FDD STRATEGIES FOR A NIAGARA BAS SERVICE BUSINESS



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SPEAKERS



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DIRECTOR OF SERVICE
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CAROLINAS



MATTHEW
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GARDINER
DIRECTOR OF
AUTOMATION SALES



LAWRENCE TRIFILETTI
LONG BUILDING
TECHNOLOGIES
SENIOR OPERATIONS MANAGER,
BUILDING AUTOMATIONS

Success Stories

Remote Services



McKenney's
inc.

- Retired Methods:
 - Public Static IP Address
 - Remote Desktop Protocol
 - Self managed VPN clients
 - Self developed remote platform - buildingCONNECT
- Today:
 - buildingCONNECT – 100+, transitioning to...
 - Niagara Remote™ – 10 sites, and growing
 - Customer Managed Method – 45 sites
 - TosiBox® – 54 sites

“Remote First” Controls Service Maintenance

Fault Detection & Diagnostics

- What is FDD?
- FDD VS Analytics (Predictive) & "Smart" Alarms (Reactive)
- What problems does FDD solve?
- Why are we doing FDD? (Impact driven service)

The Challenge

>55%
of building
maintenance
tasks are reactive



>40%
of workers are
dissatisfied with
comfort in their space



>80%
of equipment fail
for non-age related
reasons, i.e. before
their time



Success Stories

Denver Public Schools



- Deployment of 194 Schools over the next 2 years of FDD
- Currently have 16 of the 194 schools active on FDD.
- Energy Performance as well can Comfort and Maintenance ROI
- Conditional Based Maintenance
- Integrate with their current ticketing system
- Show overall Value



Success Stories



Large Banking Institution (300+ branches)

300+ branch locations on FDD

Niagara infrastructure at each branch
Trending 1,028 pieces of equipment for FDD

Portfolio view enables standardization and prioritization at scale

Success Stories



Ohio CAT (15 locations)

Niagara BAS + FDD platform across offices & service shops

Facilities team of 3 supporting a large equipment footprint

Goal: do more with less via condition-based maintenance

Controls + PM agreement augmented with FDD-driven triage



FUTURE PERSPECTIVE

What's the future look like for Remote Connectivity and FDD, and how should we prepare for them?

Questions ???



Thank You!