



# Remote Resolution Center

Enhancing Your Building's Performance

## Introduction

Trane has been at the forefront of building control solutions, consistently delivering high-performance and sustainable systems. Our latest innovation, the Remote Resolution Center (RRC), further enhances our capabilities with three key services: Integrated Voice Response (IVR), Critical Alarm Management (CAM), and Staff Supplementation.

Your building is a hub of valuable data, ready to be deciphered and transformed into actionable insights. At Trane, we understand the language of buildings. The Remote Resolution Center connects you and your building to our central team of professional advisors, who strategically leverage data systems to help drive operational improvements that align with your building's purpose and your mission.



## Critical Alarm Management (CAM)

### Industry-leading precision in alarm response and diagnostics

The Trane Critical Alarm Management (CAM) service delivers unparalleled efficiency in managing building alarms, ensuring rapid response and resolution. With factory-trained technicians at the helm, CAM revitalizes alarm management by performing remote diagnostics and taking action based on predefined procedures, with our team available 24/7/365. Our industry experts at your local office will work with you to select the right alarms for your facility, recommending appropriate alarm thresholds to ensure optimal performance.

#### Who is this for?

**Organizations with critical spaces or equipment, where rapid response to alarms is essential. CAM is perfect for teams that need expert oversight, remote diagnostics, and proactive alarm management around the clock.**

## Features & Benefits

- **Factory-trained technicians:** Respond to critical alarms with expertise and precision, enhancing safety and reliability.
- **Remote diagnostics:** Perform thorough diagnostics remotely to identify and address issues swiftly, increasing speed to resolution.
- **Predefined procedures:** Follow established protocols to ensure consistent and effective responses, reducing the need for on-site service calls.
- **Case management software integration:** Alarms are routed to our central team, where cases are created and prioritized, ensuring efficient alarm management.
- **Communication of next steps:** Clear communication between the Remote Resolution Center (RRC), the customer, and the local office ensures transparency and clarity regarding the next steps.

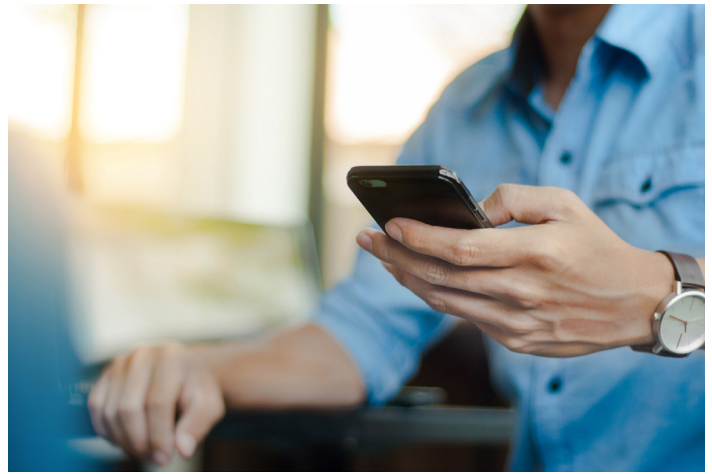


## Integrated Voice Response (IVR)

The Trane Integrated Voice Response (IVR) service automates phone calls and emails to customer contacts upon receipt of a critical alarm.

### *Who is this for?*

Facility teams that need a reliable way to receive critical alarm notifications without having to monitor their building systems 24/7. Ideal for operations staff who prefer real-time alerts via phone or email, enabling them to take timely action without manual oversight.



### Features & Benefits

- **Automated notifications:** IVR automates phone calls and emails, ensuring critical alarms are communicated promptly, enhancing response times.
- **Trane Connect integration:** Alarms are routed through Trane Connect to our case management software, which then calls customer contacts and logs responses, ensuring accurate information dissemination.
- **No human intervention required:** IVR operates independently, providing reliable and consistent notifications, improving operational efficiency.

## Staff Supplementation

### Relieving operational burden with expert support

The Trane Staff Supplementation service allows our central team to handle simple adjustments and operator-level activities, freeing up your staff to focus on more pressing issues. We understand that finding talented operators and building staff can be challenging, so allow us to take this burden on for you.

### *Who is this for?*

Facilities facing staffing shortages, overwhelmed BMS teams, or organizations looking to offload routine operator tasks. This service is an ideal fit for building owners and operators who need dependable remote support without compromising efficiency or responsiveness.



### Features & Benefits

- **Central team support:** Our central team handles simple adjustments and operator-level activities, freeing up your facility team to focus on more critical tasks, improving overall efficiency.
- **Case management software:** Cases are created and routed to our case management software, with technicians performing the requested operations, ensuring all tasks are handled promptly.
- **Communication of confirmation and next steps:** Technicians provide confirmation of work performed and communicate next steps to ensure clarity and transparency, providing cost-effective support.

# Trane

## Building Solutions for a Better Tomorrow

For more information on how Trane's Remote Resolution Center can enhance your building management systems, please contact us at **Resolution Center | Trane Commercial HVAC.**



Trane – by Trane Technologies (NYSE: TT), a global climate innovator – creates comfortable, energy efficient indoor environments through a broad portfolio of heating, ventilating and air conditioning systems and controls, services, parts and supply. For more information, please visit [trane.com](https://trane.com) or [tranetechnologies.com](https://tranetechnologies.com).

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