

# The Two C's of Owner Satisfaction: Customization and Collaboration



**Commercial building owners know that every building is different. Even if two buildings were exactly alike in terms of materials and construction, they would sit on two different sites and have varying occupants and uses. Over time, occupants and uses are continually changing, putting new demands on building systems. Every building is, in effect, a custom project over its service life.**

Mitsubishi Electric is committed to working with each customer as a partner and not just a vendor. This means providing **C**ustomization and **C**ollaboration through the life cycle of its HVAC, uninterruptible power supply (UPS) systems and vertical transportation systems. These two C's start with engineering designs that are flexible and adaptable so that customers get a solution tailored to their needs rather than an off-the-shelf product. Once the right solution is in place, the two C's mean working with owners to maintain, adjust and update as equipment needs change over time.

This kind of customer service is part of Mitsubishi Electric's company culture.

spaces in a building changes over time, the system easily adapts. For example, a hotel's storage area may become a fitness room or an office plan gets modified to accommodate more occupants within the same footprint.

Specifications for UPS systems are particularly prone to changes on short notice, and delays are expensive, especially in fast-moving data centers. Mitsubishi Electric minimizes project delays via shorter lead times for shipment, faster deployments and strong service support. In addition, it offers onsite field services, factory and onsite performance testing, load bank testing and around-the-clock emergency support.

### **ENGINEERING DESIGN MEANT FOR CUSTOMIZATION**

Take, for example, Mitsubishi Electric's variable refrigerant flow (VRF) systems. The engineers who lay out these HVAC systems do their work as though they have a customization button on their keyboards.

Because the systems have a modular design, they are inherently easy to reconfigure and expand. Installed with two one-inch refrigerant pipes, instead of long runs of bulky ductwork, they can provide heating and cooling to different zones at the same time. For maximum comfort, occupants can customize temperatures in each zone. As the utilization of



UPS equipment often takes up a good deal of space, robbing a building owner of space that would otherwise be available for revenue-generating equipment. Mitsubishi Electric's UPS systems use a tri-level topology that makes UPS cabinets as compact as they can be.

Highly detailed engineering drawings make installation a smooth process and are another example of how Mitsubishi Electric works side by side with building owners to ensure that building projects are on time and on budget. It's the company culture.

### **THE CUSP OF CUSTOMIZATION IN VERTICAL TRANSPORT**

Manufacturing elevators and escalators is as custom as it gets. And any delays in getting these systems up and running render a building dysfunctional. For building owners, it is critical to leverage the manufacturing expertise of their vertical transport supplier.

Whether standard or special, each elevator and escalator from Mitsubishi Electric is custom designed for its building. Mitsubishi Electric's manufacturing product flow ensures that the collaborative process that created the custom solution for a building is also ready for a seamless install on site.

**Interested in learning more about customization and collaboration across building systems?**

[Take a virtual tour](#) up the tallest building on the internet to see customization and collaboration in action!



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