

SITTING ON A MOUNTAIN OF GOLD

Unlocking Hidden Value in Facilities
with Ask Your Building a Question®

Narrative-driven insights from your
existing facilities data

A Publication By



TRUE DATA OPS

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A White Paper by True Data Ops, LLC

Executive Summary: You're Sitting on a Mountain of Gold

Every building is generating a constant flow of data: alerts, work orders, energy readings, safety checklists, and more. Most of it sits untouched – a “mountain of gold” that never gets mined.

True Data Ops created Ask Your Building a Question® to change that.

Instead of leaving managers buried in raw data or dashboards, Ask Your Building a Question® turns data into narratives. You can literally ask your building a question – and receive a clear, written response, often with recommended actions.

These insights can be requested on-demand or sent as a weekly digest, waiting in the manager's inbox each Monday morning, ready to guide action.

The Problem: Too Much Data, Too Few Answers

Facilities leaders and workplace experience face:

Alert Fatigue – Thousands of events, little context.

Fragmentation – Data scattered across work orders, energy, and inspections.

Reactive Culture – Teams act only after failure.

Staffing Uncertainty – Hard to know when to hire or retrain.

SLA & Experience Pressure – Cleaning, food, security, and other services face strict SLAs with no margin for error.

All the data is there – but the answers are not.

The Solution: Ask Your Building a Question®

Ask Your Building a Question® is the intelligence layer inside True Data Ops. It doesn't just visualize data; it interprets it. Users ask questions, and the system responds with **plain-language narratives and recommendations** – insights that are easy to understand, act upon, and share.

Use Cases and Narrative Examples

Energy & Asset Health

Question: *"Which assets are consuming more energy than they should?"*

Answer:

Chiller 2 has shown a 12% increase in kWh at the same load compared to last quarter. VFD speeds are unchanged, suggesting mechanical inefficiency. Two rooftop units also show rising overnight consumption, indicating scheduling drift or override.

Recommendation: Inspect Chiller 2 for fouling or lubrication issues; review BAS schedules on RTUs to eliminate after-hours waste.

Predictive Maintenance

Question: *"Which systems are at risk of failure this quarter?"*

Answer:

Pump 14 vibration data shows cavitation signatures and rising axial imbalance, pointing to early bearing failure. Boiler 1 has accumulated 20+ long-duration alerts, signaling chronic setpoint issues. Both are high-risk assets.

Recommendation: Plan bearing replacement for Pump 14; schedule a full service for Boiler 1 before heating season.

Workforce Planning

Question: *"If I want to hire another facility engineer, what skill set should I prioritize based on the last 12 months of work orders?"*

Answer:

Analysis of the past year's work orders shows that 38% involved electrical troubleshooting and controls, while 29% were HVAC-related. Plumbing, carpentry, and general maintenance made up the remainder, with significantly fewer high-frequency issues. Vendor call-outs for electrical problems were 2.5x higher than other categories, increasing cost and downtime.

Recommendation: Prioritize hiring an engineer with electrical and controls expertise, complemented by HVAC proficiency. This will reduce vendor reliance, close a clear skills gap, and better align staffing with the actual demand patterns in your portfolio.

Workplace Experience Services

Question: *"Are my workplace experience services meeting expectations?"*

Answer:

Cleaning response times are within SLA portfolio-wide, but Site B recorded 8 late responses last month. Cafeteria equipment generated repeated temperature excursions, suggesting inconsistent food safety practices. Security rounds were completed, but two incidents were never logged.

Recommendation: Escalate cafeteria compliance with vendor leadership; strengthen Site B staffing/supervision; require digital incident logging in security protocols.

Contract & SLA Compliance

Question: “How are we performing against our SLAs?”

Answer:

93% of work orders were closed within SLA this quarter, an improvement from 88% last quarter. However, preventive maintenance at Site D slipped – 3 inspections overdue. Energy use at Site E added \$9,200 above baseline.

Recommendation: Redirect resources toward Site D’s preventive backlog and initiate an energy-saving project at Site E to offset cost overruns.

The Next Phase of Insight

Ask Your Building a Question® is not just answering what happened – it is evolving into a system that anticipates *what’s next* and *what to do about it*.

- **Energy + Operations Intelligence** – Instead of just reporting kWh, the platform combines **energy, BMS, and IoT data** to explain *why* usage is spiking. It can connect higher energy loads to fouled chillers, misaligned schedules, clogged filters, or poor lubrication – and then translate those findings into actionable maintenance priorities.
- **Smarter Workforce Guidance** – By analyzing 12 months of work order history and technician skills, the platform identifies **which trade expertise is most in demand** (e.g., electrical vs. HVAC vs. plumbing). This helps leaders decide whether to hire a new specialist, cross-train existing staff, or reduce vendor reliance – turning staffing into a **strategic investment** instead of a guess.
- **Scenario Planning** – Leaders can ask: “Which asset should I prioritize for review, even though it isn’t in alarm state yet?” The platform detects subtle deviations – like a pump trending toward cavitation, a chiller showing creeping inefficiency, or an air handler cycling abnormally. It then frames the cost, downtime, and risk tradeoffs of acting now versus waiting until failure.

- **Portfolio-Level Foresight** – By comparing performance across all facilities, the platform uncovers systemic risks and trends. Examples: boiler reliability issues emerging in multiple regions, rising electrical outages across distribution centers, or elevated water consumption at several office campuses. Leaders get a **portfolio-wide risk map** instead of siloed site data.
- **Workplace Experience Services Optimization** – For cleaning, food service, and security providers, the system highlights **gaps and performance risks** before they affect client satisfaction. Insights might surface cleaning response delays during peak occupancy, recurring food storage temperature excursions, or missed security rounds – giving providers the chance to **course-correct proactively and protect contract renewals**.

The trajectory is clear: Ask Your Building a Question® is moving from descriptive (*what happened*), to prescriptive (*what should we do*), to predictive (*what's coming next and how do we prepare*).

Weekly Insights Delivery

Facility managers don't need another login. With Ask Your Building a Question®, insights are delivered directly to their inbox in the form of a weekly digest.

Sample Email Header:

Ask Your Building a Question® – Weekly Insights

Example Content:

- **Chiller 2's efficiency dropped 8% compared to last quarter** – performance is trending off baseline but hasn't yet triggered an alarm. Inspection recommended before summer load increases.
- **Electrical work orders rose 35% portfolio-wide**, suggesting a gap in in-house expertise. Consider rebalancing staff skills or adding an electrical specialist.
- **Three rooftop units ran outside of scheduled hours last week**, adding ~\$1,400 in unnecessary energy use. Review BAS schedules for overrides.



- Cleaning response times at Site B averaged 40 minutes vs. 15 portfolio-wide, highlighting a service gap. Escalation with the vendor or staffing adjustment recommended.

Instead of searching for answers, facility leaders start their week with them already waiting in their inbox.

Conclusion & Call to Action

Facilities really are sitting on a mountain of gold. The raw data already exists. The key is turning it into narrative insights that drive action.

With True Data Ops and Ask Your Building a Question®, organizations can:

- Improve safety and compliance with proactive detection.
- Cut energy and maintenance costs by acting on trends.
- Optimize staffing with data-backed recommendations.
- Impress clients with insight-driven reporting.

Stop letting your data sit idle. Start asking your building the questions that matter.

About True Data Ops

True Data Ops, LLC empowers organizations and service providers to transform raw facility data into insights that save money, reduce risk, and guide strategy.

Ask Your Building a Question® is a registered mark of True Data Ops, LLC.