

October 2008: Reference Report

SAUTER Facility Management in the Highlight Munich Business Towers

## Energy expertise wins a major order for SAUTER FM

Munich now has a new landmark: the *Highlight Munich Business Towers*. This imposing steel and glass structure is more than just an office and hotel complex, it is also an architectural sculpture in light – and demands highly professional facility management. Augsburg-based SAUTER FM won the order for operational facility management at this prestigious building on the strength of its longstanding experience and specialist expertise in the energy-conscious operation of properties.

Fourteen elevators with panoramic glazing whisk their passengers at a speed of six metres per second to the topmost floor of the Highlight Munich Business Towers, where a breathtaking view of the city awaits. At well over one hundred metres in height, the ultra-modern office towers stand head and shoulders above any other architectural features of the Bavarian metropolis – even the *Frauenkirche* cathedral, one of the city's most famous landmarks.

### A spectacular building with big-name tenants

Designed by American star architect Helmut Jahn, the building reigns supreme in terms of not only height, but also design. This impressive merger of glass and steel consists of two towers (one 126 and the other 113 metres in height, with 33 and 28 floors respectively), housing a five-storey office and business centre, plus seven-storey designer hotel, in addition to countless offices. Beneath the site are no less than three underground car parks. The total of rented floor space exceeds 80,000 square metres. After dark, lighting effects emphasise the building's remarkable contours, glass elevators and horizontal bridges linking the twin towers. The man responsible for these illuminations is no less than French artist and 'sculptor of the night' Yann Kersalé.

The spectacular towers – well located between downtown Munich and the city's airport – has attracted some big-name tenants including, for example, consulting firms like *Roland Berger Strategy Consultants*, computer manufacturer *Fujitsu Siemens*, and real-estate specialist *Jones Lang LaSalle*.

### Unique care for a unique building

For the landlord of Munich's new landmark, *Parkstadt München-Schwabing KG*, it was a clear-cut case: a prestige building of this order belonged in professional hands. On the strength of longstanding experience with all-round facility management, SAUTER FM ultimately won a five-year contract in early 2008 to maintain the aesthetics of this 'highlight in glass and steel', while arranging for its dependable and functional day-to-day operation. An eighteen-strong SAUTER team under building manager Tom Heger works a two-shift system to ensure that the property maintains the high standards that the owner has promised to the discerning tenants. Heger – together with his specialists in CAFM (Computer-Aided Facility Management), maintenance, repairs and security – manages the activities of a team of

technicians, security guards, receptionists and janitors. Their areas of responsibility lie in technical, infrastructural and energy-conscious facility management (see box: 'Tasks performed by SAUTER FM').

### Sustainable energy management

As specialists in providing energy-efficient building management solutions, SAUTER FM ensures not only lower operational costs, but also higher chances of survival for the environment. "In order for Munich's new landmark to be not just an architectural highlight, but also a highlight in terms of operating costs and environmental protection, we are taking on a dual obligation to our client, our future progeny, and its natural habitat", emphasises Werner Ottilinger, the manager of SAUTER FM. His company's activities include providing energy management to the standards laid down by the German FM Association (GEFMA 124), and effectively reducing the emissions that result from the consumption of energy (see box: 'How solution expertise boosts energy efficiency').

With its resolutely sustainable approach to facility management, the on-site SAUTER FM team operates completely in the landlord's interests. "The biggest challenge lies in the trick of maintaining a grip on the technology so as to guarantee availability, in order to provide maximum comfort for tenants and building users", explains Tom Heger.

### Tasks performed by SAUTER FM for the Highlight Munich Business Towers

#### 1. Technical facility management:

- Introduction of a CAFM system ('Aperture')
- Running and operating all systems
- Fault management
- Maintenance and upkeep of complete systems
- Analysis of critical points
- Warranty follow-up
- Optimising systems
- Supply and disposal of media
- Modernisation of sub-areas and systems
- Monitoring of compliance with official requirements and regulations
- Events and functions
- Budgeting and reporting
- Ensuring extremely high system availability due to preventative maintenance, reducing shutdown and outage times
- Higher level of value retention for the systems
- Improving the level of efficiency of the systems
- Emergency and evacuation plans and drills

<p>2. Infrastructural facility management:</p> <ul style="list-style-type: none"><li>• Cleaning of the glass façade, lobby and general areas</li><li>• Winter gritting and snow-clearing services</li><li>• Tending to outdoor facilities and green areas</li><li>• Janitorial services</li><li>• Security services</li><li>• Reception services</li></ul>	<p>3. Energy-conscious facility management:</p> <ul style="list-style-type: none"><li>• Energy management compliant with GEFMA 124</li><li>• Favourably-priced procurement</li><li>• Dependable provisioning according to requirements</li><li>• Efficient, environmentally-friendly utilisation</li><li>• Reduction of emissions related to energy consumption</li></ul>
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#### How solution expertise boosts energy efficiency

To reduce both operating costs and emissions, SAUTER has developed a ten-point programme called SAUTER ECO<sup>10</sup>:

1. Ongoing centralisation and visualisation of energy-related information using the latest technologies.
2. Critical comparison of consumption against applicable internal and external benchmarks.
3. A bespoke energy concept with due consideration for overall costs incurred during the life-cycle of the building.
4. Highlighting possibilities for utilising renewable energy from both ecological and economic viewpoints.
5. Drastic minimisation of emissions, for a sustained contribution to habitat protection.
6. Selection of forward-looking, certified products and solutions.
7. Networked specialist systems with open, integrated, flexible room and building automation.
8. Harmonisation of technologies used in the building envelope, building automation and system engineering.
9. Promoting energy-conscious habits among building users.
10. Sustained reductions in operating costs.