

**SYLVANIA**

**Concord**



# 360 Services

For Complete Peace of Mind

OPTIMISATION | RISK REDUCTION | CAPITAL PROTECTION | SUSTAINABLE DEVELOPMENT | WELLBEING

Digital | Lighting | Solutions



# Sylvania Group, your trusted partner

Sylvania Group is committed to forming a partnership to help you attain complete peace of mind. Organisations face new challenges on a daily basis including:



Managing energy usage



Improve wellbeing of occupants



Digitalisation



Increasing regulations



Sustainability and decarbonisation

Keeping your business running efficiently, ensuring you meet legislative and performance expectations, places a heavy burden on organisations to continuously change and innovate.

To help you meet these challenges, Sylvania combines SylSmart intelligent digital solutions with a suite of supporting 360 Services.

## DIGITAL SOLUTIONS & SERVICES

Assess



Manage



Implement



Aftercare



## 360 Services

- Mitigate project management risks
- Preserve capital investment
- Develop sustainable solutions
- Meet relevant regulations
- Increase energy performance
- Achieve energy savings
- Enhance the quality of light
- Promote user well-being and comfort

## SylSmart

- No new cables, no disruption
- Easy programming
- High flexibility
- Hassle-free operation, low maintenance
- Abundant energy savings
- Redundancy & reliability
- Designed with security built in
- Future proof



Standalone



Connected



Connected Pro



Energy

## Enhance savings today and digitalise your lighting with our guidance and support



Transitioning to Sylvania's energy efficient luminaires is the quickest way to achieve energy savings whilst improving occupancy comfort.

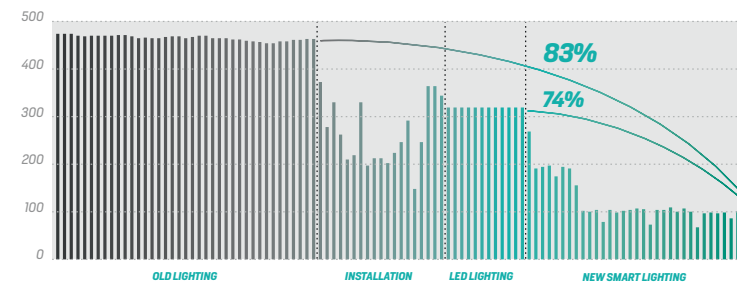


Maximise savings with SylSmart Connected and **reduce energy consumption by up to 83%.**



Sylvania's LED lighting and smart control system offer substantial energy savings, leading to an **ROI of under 1.4 years.**

KWh **PARKING AT WOLUWE SHOPPING CENTRE**



*Energy efficiency has been dramatically improved at Parking Woluwe through the rapid installation of LED lighting enhanced with Smart control and verified with SylSmart Energy.*

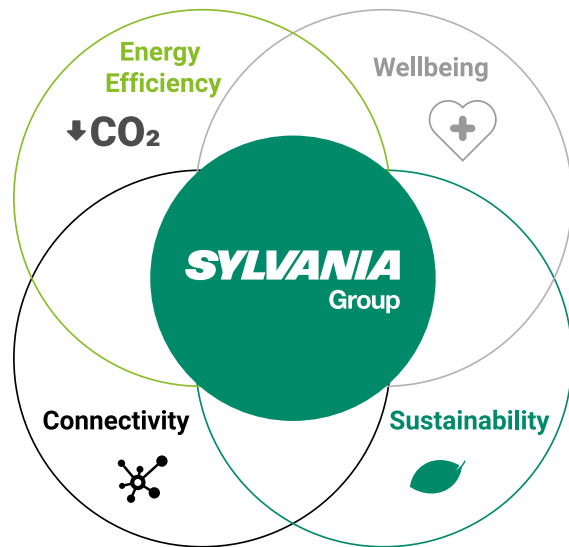


**"Sustainability is our obsession. With our intelligent SylSmart solutions we help our customers to achieve increased energy savings when compared to LED alone and hence dramatically reduce their carbon footprint."**

**Eduardo Fuentes, Environmental & Sustainability Director EMEA**

# A comprehensive and effective ecosystem designed to assist you with your projects

Sylvania Group offers a comprehensive approach that goes beyond just the product itself. By partnering with Sylvania, you will gain insights into your energy consumption, enabling you to effectively manage it and develop tailored sustainable savings plans according to your specific needs and usage.



## Our commitments

As a specialist in professional and architectural lighting, Sylvania puts all its know-how, its capacity for innovation, the technology of its products and its services to contribute to:

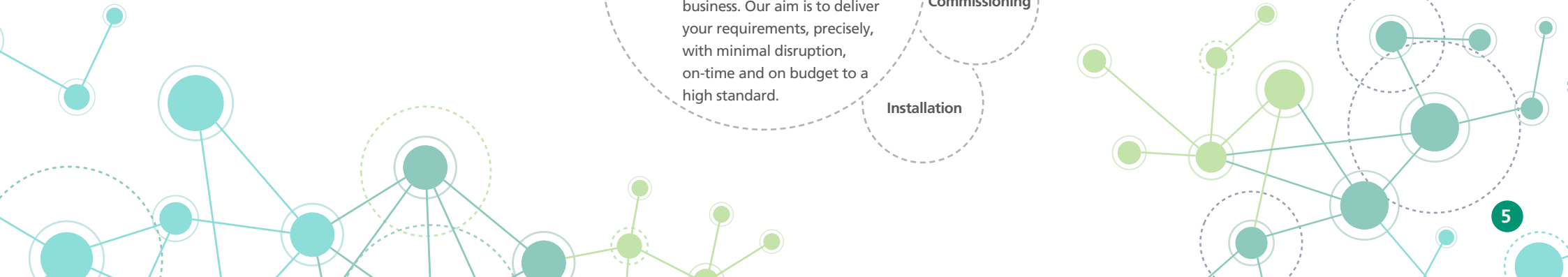
- Increase energy efficiency.
- Improve the ecological footprint.
- Promote digitalisation.
- Enhance the well-being of users.

## Our strengths

- Over 100 years of experience.
- European production sites.
- Proactivity and flexibility.
- European logistics centres.
- Technical assistance.









# Lighting and Energy Audits

We offer to assist you in identifying potential energy savings, construct solutions which ensure compliance and regulations are met and recommend best investment options.

Sylvania's Audit service provides us with valuable knowledge of your site, enabling the development of customised lighting solutions tailored to optimise energy efficiency and lighting quality.

## YOU BENEFIT FROM...

- **Expertise and Industry Knowledge:** Specialised insight for accurate assessment and professional guidance.
- **Comprehensive Assessment:** Thorough evaluation identifies improvements and energy saving opportunities
- **Customised Lighting Solutions:** Tailored recommendations optimise efficiency and meet unique needs.
- **Cost Savings and ROI:** Identifying opportunities for savings and quick return on investment.
- **Regulatory Compliance:** Ensuring adherence to lighting standards and avoiding penalties.



## THE ADVANTAGES

- We map out the key findings
- We outline different investment options that meet your needs
- Enabling you to make quick and confident decisions





ASSESS

# Lighting Design

Experience an elevated ambiance and heightened functionality for any space with Sylvania's professional lighting design service.

Whether it's a residential area, commercial establishment, or public venue, our team of experts is dedicated to utilising our expertise in lighting design to help you create a transformative space.

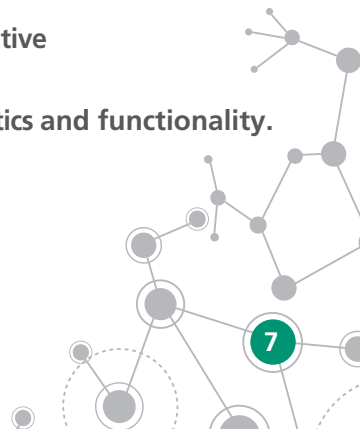
## YOU BENEFIT FROM...

- **Enhanced Ambiance and Functionality:** Achieve the perfect blend of aesthetics and practicality in our designs.
- **Energy Efficiency and Sustainability:** Embrace eco-friendly lighting options that save energy and reduce costs.
- **Tailored Solutions:** Personalised lighting designs that cater to your specific needs and preferences.



## THE ADVANTAGES

- Unlock the expertise of skilled and creative lighting designers.
- Experience the perfect blend of aesthetics and functionality.







# Prototype

Sylvania's design team has the expertise to engineer custom products that precisely align with your project's requirements.

We can customise light output, beam angle, mechanical design, color specifications, and more.

With our capabilities, we are equipped to assist you in fulfilling your specific needs.

## YOU BENEFIT FROM...

- **Project-Specific Prototypes:** We create tailored prototypes to meet the unique needs of your project.
- **Customised Product Adaptations:** Our team can customise existing products to perfectly match your requirements.
- **Product Testing for Confidence:** Test our solutions before committing to a full implementation.
- **Expert Guidance:** Benefit from the expertise of our experienced design teams throughout the process.



## THE ADVANTAGES

- **Adaptability to meet your specifications.**
- **Test solutions prior to installation.**
- **Professional support from Sylvania's design team.**





# Installation

At Sylvania we partner with selected highly skilled installers, meticulously trained in our solutions. Ensuring a heightened level of accuracy and smooth operations on site.

## YOU BENEFIT FROM...

- **Approved Installers Network:** Sylvania collaborates with a network of experienced partners\*.
- **Time and Cost Savings:** Save time, effort, and money with error-free installation.
- **Safety and Compliance:** Strict adherence to safety standards for a secure working environment.

# 80%

Lighting installations in the tertiary sector are obsolete, often dating back more than 20 years.

Source: Lighting Association of France

\* Our partner companies are carefully chosen based on rigorous criteria, including credit worthiness, regional or national presence, and industry expertise.



## THE ADVANTAGES

- Simplified site management.
- Expertise of trained professionals.
- Prompt response for product additions or replacements during construction.





# Commissioning

Our specialists ensure your lighting solution is tailored to the needs of you and your space and optimised for efficient operation and delivering the best occupancy comfort.

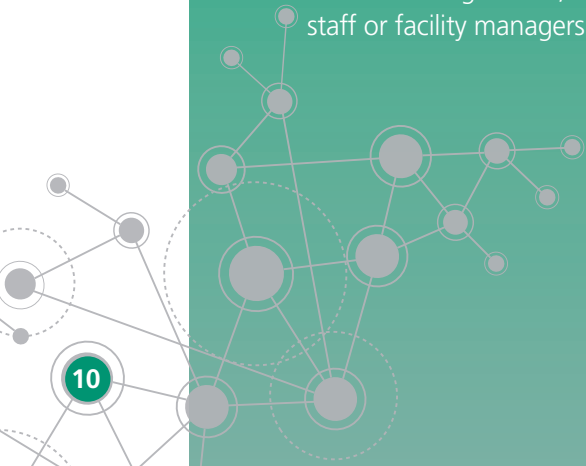
## YOU BENEFIT FROM...

- **Product Expertise for Optimum Performance:** Expert control over your solution and implementation, ensuring correct functioning and maximised energy efficiency.
- **Tailored Settings to Meet Your Specific Needs:** Assurance that your specifications are meticulously met by our skilled commissioning engineers.
- **Expert Training and Knowledge Transfer:** As part of the commissioning service, Sylvania can provide training to your staff or facility managers.



## THE ADVANTAGES

- A fully optimised solution.
- Additional energy savings.
- Flexibility to adapt system to your requirements.
- Ensuring correct system functionality.







# Project Management

Sylvania ensures communication among project stakeholders and ensures efficient achievement and adherence to budgetary constraints throughout the project life cycle.

## YOU BENEFIT FROM...

- **Efficient Stakeholder Management:** Sylvania provides one single point of contact, effectively managing all key project stakeholders for streamlined communication.
- **Focus on Business:** With Sylvania handling project management, you can allocate more time and attention to your business operations.
- **Dedicated Local Support:** Our team of local experts offers dedicated support throughout the project, ensuring prompt assistance and problem-solving.
- **Stay informed:** With regular status updates from Sylvania, keeping you up to date on the progress made in your project...



## THE ADVANTAGES

- A detailed project plan and risk assessment.
- Identifying and mitigating potential risks.
- Tracking progress and adjusting as needed.
- Managing budget and ensuring cost-effectiveness.





# Custom Logistics

Sylvania adapts to the project and facilitates implementation thanks to this personalised service which offers serenity and peace of mind during the delivery of luminaires.

## YOU BENEFIT FROM...

- **Tailored Packaging Solutions:** We offer tailored design to precise specifications, considering access constraints and other requirements.
- **Adaptable Delivery Schedules:** Avoid on-site product storage, ensuring security and efficiency.
- **Customer Logistical Assessment:** We consider your logistical requirements and constraints, even if they were not identified during the initial Sylvania audit.



## THE ADVANTAGES

- Flexibility of delivery schedules.
- Items arrive when you need.
- Adaptability to packaging requirements.





# Maintenance

Sylvania provides ongoing support after each project to ensure the performance of your installation throughout the operation of your site, thanks to a maintenance contract.

## YOU BENEFIT FROM...

- **A personalised maintenance contract proposal is offered by Sylvania, which includes:**
  - Regular on-site visits.
  - Inspection of luminaires.
  - Measurement of illumination levels using a lux meter.
  - Regular review and adjustment of Smart Lighting programs to meet the changing needs of the site.
- **A specified number of visits per year.**
- **Access to a technical support platform for smart tuning programs.**
- **A dedicated technical point of contact.**



## THE ADVANTAGES

- **Ensure performance.**
- **Prevent consumption deviations caused by regulatory changes or evolving needs.**
- **Minimise energy waste.**





# Software Updates

Like other software, lighting system software undergoes continuous updates to incorporate new features and ensure the latest security enhancements.

## YOU BENEFIT FROM...

- **Enhanced Functionality:** Upgrade offers new features, enhancing productivity and user experience.
- **Improved Security:** Addresses vulnerabilities, safeguarding data, and preventing breaches.
- **Increased Compatibility:** Ensures interoperability with other systems, reducing conflicts and issues.
- **Improved Performance:** Optimises software for faster load times and smoother operation.



## THE ADVANTAGES

- Ensure security with regular updates.
- Stay up to date with the latest features.
- Experience optimised system performance.





# Training

Like to learn new things and have continuous professional development?

Sylvania's training is just for you, providing modular topics about the systems installed and enabling new skills in the fields of lighting and energy. Highly recommended for designers, operators, and installers of lighting systems.

## YOU BENEFIT FROM...

A comprehensive training programme enabling you to:

- Maximise the use of your solution.
- Improve your comprehension of lighting related topics.
- Acquire further knowledge of energy reduction strategies and how to implement them.



## THE ADVANTAGES

- Gain additional expertise and learn new techniques, methods and best practices.
- Enhance performance and productivity.

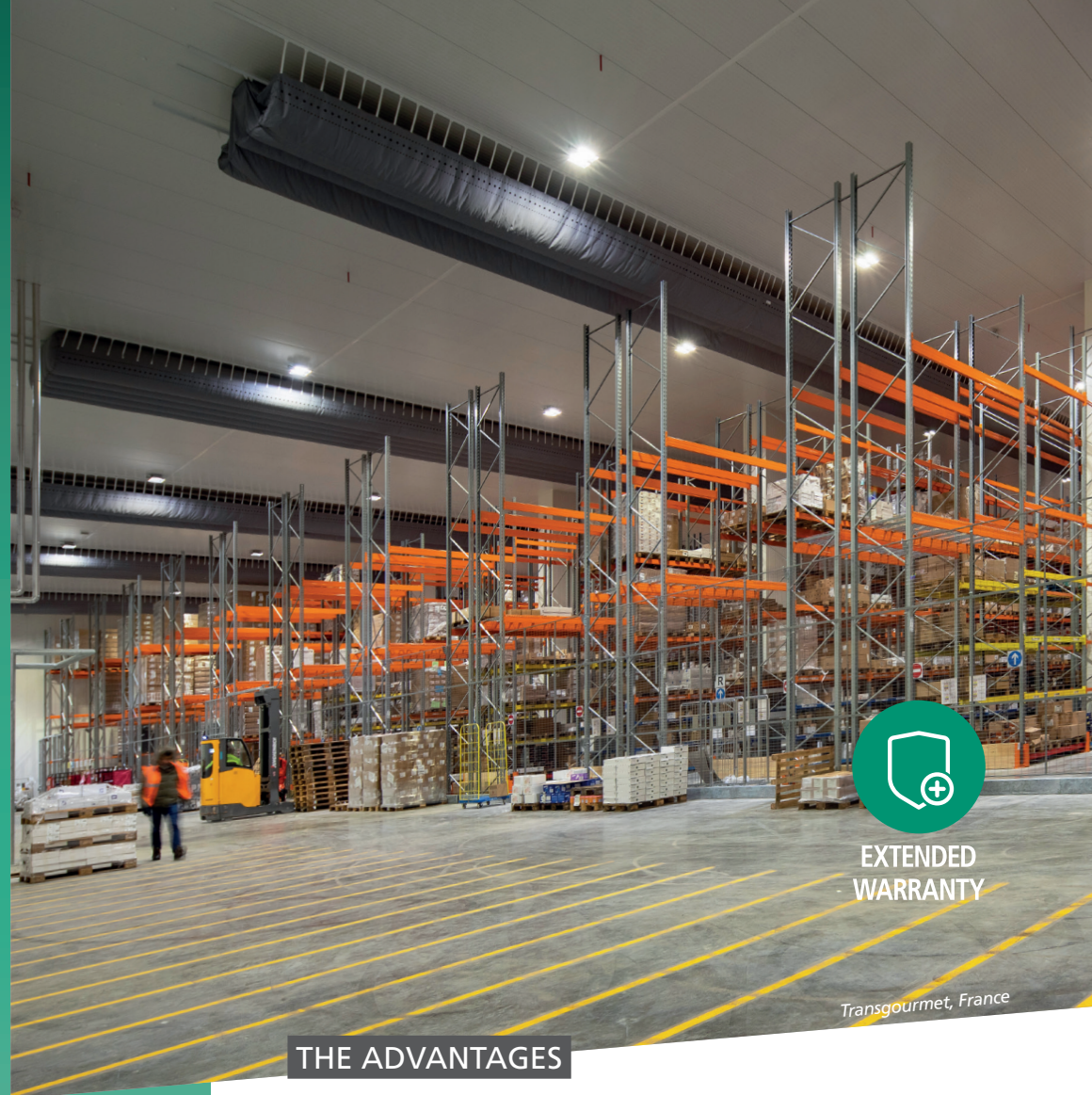


# Extended Warranty

At Sylvania Group, we offer various packages from a standard warranty to several extension packages that add long-term coverage ensuring your confidence in the product.

## YOU BENEFIT FROM...

- **Peace of mind:** Sylvania provides coverage beyond the standard warranty, ensuring you are protected in the event of any technical issues with the lighting product.
- **Cost savings:** Repair or replacement costs may be covered by the warranty, saving your money.
- **Quality assurance:** Ensures you have confidence in the quality of our products.



EXTENDED WARRANTY

Transgourmet, France

## THE ADVANTAGES

- You can rest assured knowing that your investment is secure.
- Avoid unexpected repair costs.





# Lighting is the simplest and most effective way to engage in a holistic approach to energy savings.



Quickly reduce your operational expenses with a quick return on investment.



Maximum savings with SylSmart controls.



A beneficial effect on comfort of the occupants.



Real savings from day one.

# Monitor and Maximise Savings

We empower you to effortlessly digitalise your infrastructure. Our innovative solutions seamlessly integrate intelligent wireless solutions with robust digital data analytics platforms.

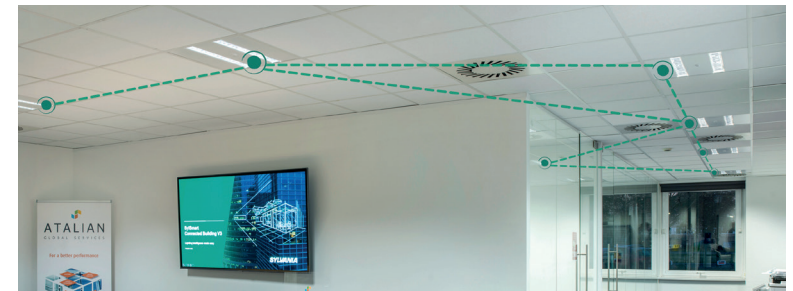
Experience the ease of planning and monitoring holistic energy-saving achieve swift energy reductions whilst improving occupancy comfort and uncover invaluable insights into and the true efficiency of your building operations.

## YOU BENEFIT FROM...

- **No new cables, no disruption:** Innovative wireless technology, making installation easy.
- **Easy programming:** Intuitive tools put power back into your hands, no engineers needed.
- **High flexibility:** Customise your system to the parameters you require.
- **Hassle-free operation, low maintenance :** Highly flexible intelligent control features manage it all for you.
- **Abundant energy savings:** Our solutions will deliver massive savings, the ability to monitor energy reductions and enable access to energy efficient certificates.
- **Data-Driven Insights:** Advanced easy to comprehend analytics provide valuable insights into your building.
- **More than data:** We give you actionable insights that enable you to make confident decisions.
- **Integration Capabilities:** Integrate with other building systems, such as HVAC and security, for streamlined control and improved building management.
- **Designed with security built in:** User access controlled and highly encrypted.
- **Future proof:** Always up-to date & upgradeable.



## CUSTOMER SUCCESS

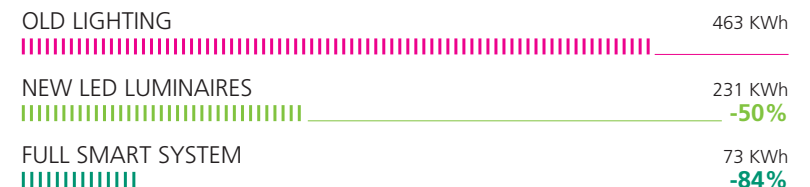


### "SylSmart is a unique system delivering real benefits"

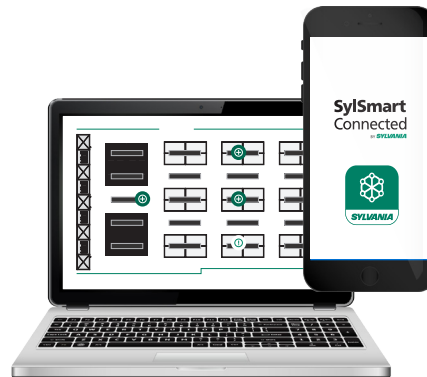
Atalian, a global facilities management leader with 100,000+ employees in 30+ countries, champions climate action, supporting sustainable development initiatives like UN Global Compact's Caring for Climate program. Recently, Atalian upgraded its European location with Sylvania's groundbreaking smart lighting solution.

- **Luminaire installed**  
RANA Neo
- **Savings**  
84% less energy consumed  
4t less Co2/year<sup>3</sup>
- **Smart controls**  
SylSmart Connected
- **360 Services**  
Off-site configuration  
Installation - M&V

## CONSUMPTION PER WEEK<sup>4</sup>







## SylSmart Energy

SylSmart Energy is an advanced energy monitoring and analytics platform that empowers businesses to take action regarding their carbon emissions and energy consumption. Users can easily visualise and identify the gap between their current carbon emissions compared to their target. Set baselines, create milestones, and formulate action plans and energy reduction strategies in order to meet those targets.

- In-depth analytics
- Single pane of view
- Formulate action plans
- Comprehensive Connectivity

## SylSmart Connected

SylSmart Connected harnesses the power of intelligent wireless mesh technology to create seamless, efficient, and personalised lighting experiences. Whether for commercial, industrial, or residential applications, our innovative system offers unparalleled control, flexibility, and energy optimisation, providing users with the ability to effortlessly transform their environments and enhance comfort, productivity, and sustainability.

- Integrated Intelligence
- Energy efficient
- Rapid installation & Effortless scalability
- Secure & Reliable

## SylSmart Connected Pro

A feature-rich, web-based Lighting Management platform designed to offer seamless connectivity to your solution and provide actionable, granular insights into your space. Utilising our Connected solution, Connected Pro aggregates device-level data and presents it via a user-friendly interface, catering to both high-level overviews and deep dive device analysis.

- Effortless Remote Asset Management
- Seamless Connectivity
- Business Insights and Optimisation
- Robust Cybersecurity
- Lighting as a Service Infrastructure





 [sylvania-lighting.com/en-int/smart-solutions/360-services](https://sylvania-lighting.com/en-int/smart-solutions/360-services)

Although every effort has been made to ensure accuracy in the compilation of the technical detail within this publication, specifications and performance data are constantly changing. Current details should therefore be checked with Feilo Sylvania International Group Kft.

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Feilo Sylvania International Group Kft.  
Duna Tower, Népfürdő Street 22,  
Building B, 3rd Floor  
1138 Budapest, Hungary

September 2023



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