

Fast-Tracking Facility Control: Deploying CloudBMS in 2 Days Without an On-Site BMS Server



The Challenge

When the on-site server hosting the Westside Campus Building Management System (BMS) suffered a **hardware failure**, facility managers **lost complete access** to the building's environmental controls.

Staff could no longer reload programs, monitor performance, or address routine tenant complaints. Routine tasks dragged on while multiple teams worked to troubleshoot the problem.

This single point of failure created **operational bottlenecks** for the two independent companies operating inside the facility.

Results

- **Restored 24/7 remote system visibility** and operational control across mobile and desktop platforms.
- Granted both operating tenants independent access to manage setpoints with **customized permission levels**.
- **Eliminated single-point-of-failure** risks and emergency site visits for basic parameter changes.
- Established **zero-issue operational performance** post-deployment.
- Created a repeatable, **checklist-driven portfolio model** for Triton to bundle cloud hosting into annual service agreements.

Key Metrics

- **Time-to-Deploy:** 2 days (cloud spin-up) vs. multi-week lead times for physical server replacement.
- **On-Site Server Risk Reduction:** 100% elimination of local hardware dependency.
- **Multi-Tenant Operations Supported:** 2 separate companies managed on one unified platform.
- **Service Contract Integration:** 100% aligned with standard yearly PM agreements.

The Solution

Triton Concepts replaced the failed physical hardware with **Neeve CloudBMS**, migrating the facility's Schneider Electric EcoStruxure Building Operation (EBO) system into a secure, cloud-hosted virtual machine.

Built on a **Zero Trust architecture** rather than a legacy VPN, the solution provides single-click, role-based remote access from any device.

Triton integrated this cloud-hosting model directly into their standard annual preventative maintenance (PM) service contract, **creating a low-friction blueprint for future client deployments**

“Bundling CloudBMS into our annual preventative maintenance contracts allowed us to solve a major hardware failure in just 48 hours while providing secure, anytime access to the client. It’s now our standard blueprint for modernizing building operations.”

– Luke Hutchinson, Triton Concepts

