

# IoT Sensors, Machine Learning & Automation Solution for Intelligent Property Management Saves \$4.8M

Opus Interactive+ScienceLogic Solution Auto-Detects Moisture & Water Leaks Early to Cut Mold Remediation, Renovation, & Labor Costs

Opus Interactive is a woman-owned cloud service provider based in the Pacific Northwest. Launched in 1996, the long-time trusted partner of ScienceLogic specializes in building custom hybrid IT and multi-cloud solutions made available from state-of-the-art FISMA compliant facilities. Opus provides connectivity from coast to coast, along with global access. The company serves customers of all sizes in the government, healthcare, finance, and other security-sensitive market

## Business Challenges

- Limited building oversight
- Water leaks in residential property units
- Reactive repairs permit cascading water damage
- High mold remediation, restoration, & labor costs
- Risk of damaged reputation & lost revenue

## ScienceLogic Solution

- SL1 automatically and continuously collects IoT sensor data every minute from hundreds of buildings and units
- Patented topological mapping infuses data with context to optimize business service health
- SL1 enriches Opus Interactive’s Machine Learning (ML) integration to drive predictive automations to proactively avoid humidity problems
- RBAs trigger unit fans on/off, shut down appliances, and alert repair staff to prevent damage

“ SL1 lets us combine ML-driven predictions with RBAs, so we can proactively optimize humidity control and power usage, which shortens the timeframe to resolve problems. ”  
*Jeremy Sherwood, VP of Opus Interactive*

## Results

**\$4.8M**

Reduction in building management & remediation costs

**45%**

Reduction in time to fix moisture problems (MTTR)

**28K**

Hours of labor saved annually to make repairs on many multi-family properties

## Technical Challenges Addressed



### Sensors & Data

IoT sensors placed in individual units' appliances, hot water heaters, & inside and outside of multi-family residential buildings to monitor for light levels, humidity levels, power usage, temperature, & water leaks in near real-time. SL1 continuously ingests, maps, and analyzes that sensor data to provide insights into individual units' health, availability, and risk for building optimization. With SL1, managers can prevent and more quickly address problems before they result in reputational damage or higher remediation costs.



### ML Driven RBAs

The Opus Interactive + ScienceLogic solution turns what were once reactive property repairs and costly mold remediations, into proactive fixes that prevent cascading water damage in large multi-family properties. Data is collected, cleaned, mapped, and fed into the SL1 platform. Opus Interactive takes SL's contextually driven data to drive predictive runbook actions (RBA). Together, SL1 + Opus Interactive optimize energy usage, water remediation, and proactive operations possibilities.



### Multi-Unit Visibility

Easy-to-understand, real-time business health dashboards give building managers better building, unit, appliance, and systems visibility so they can more efficiently determine root cause. With a single, cross-ecosystem view of sensor data across geographically dispersed properties, building managers not only have better oversight, they can now replace and prevent potential problems before they become a reality. Moreover, there are asset relationships tied to sensor data which drive better business decisions in acquisitions of materials and appliances.

## Why ScienceLogic?

Building management companies no longer need to retroactively respond to moisture problems across property portfolios. The Opus Interactive + ScienceLogic Solution delivers an AIOps platform that provides intelligent property management oversight with proactive, automated remediation capabilities. The solution continuously learns and adapts algorithmic models, triggering event driven RBAs that auto-detect moisture and water leaks early to cut mold remediation, renovation, and on-site labor and repair costs.

The flexibility of the SL1 platform makes it possible for Opus Interactive develop, integrate, and grow their business to deliver similar Intelligent Automation solutions to other industry problems through the power of ScienceLogic.

ScienceLogic is a leader in IT Operations Management, providing modern IT operations with actionable insights to predict and resolve problems faster in a digital, ephemeral world. Its solution sees everything across cloud and distributed architectures, contextualizes data through relationship mapping, and acts on this insight through integration and automation.

*Disclaimer: The information contained in this case study is provided for illustrative purposes. A company's experience may vary based on individual circumstances. There can be no assurance that every company will achieve similar results in comparable situations.*