

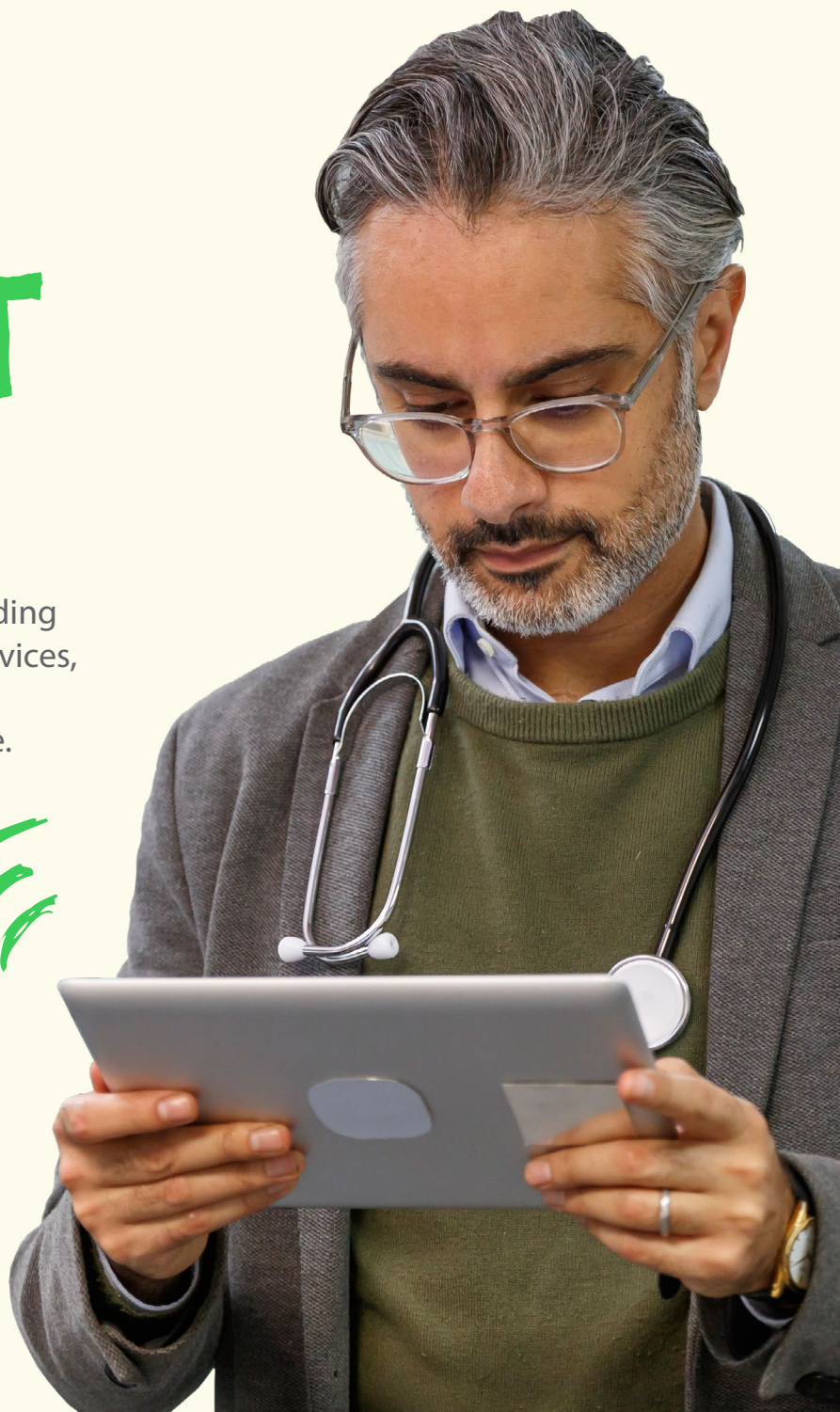


makes operational

IMPACT

with digital connectivity

Circle Health Group enhances its building management systems with digital services, achieving comprehensive insight and operational efficiency across its estate.



Circle Health Group, United Kingdom

se.com/ecostruxure

Life Is On

Schneider
Electric



Background

Circle Health Group is the UK's largest independent provider of private hospital services, operating 53 hospitals and partnering with over 6,500 specialists. Like many other organisations in the industry, Circle Health Group is focused on improving operational efficiency and its carbon footprint.

Additional contextual challenges, such as workforce shortages and the need to meet the demands of patients, are having a major impact. The Estates team at Circle have been exploring the wider adoption and integration of software and technologies to bridge the gap. The healthcare sector in the UK has set ambitious climate targets and Circle, has identified the link between decarbonisation and their broader operational efficiency strategy.

Since 2017, Circle Health Group has been working in partnership with Schneider Electric, using their energy management and building control solutions. The partnership extends across all 53 Circle Health Group Hospitals and has grown to include their building management systems and a suite of digital services to support their operational activity.

Implementation

The transition to a digital estate is not straightforward. Healthcare estates have strict cybersecurity requirements, the digital infrastructure must be protected from unauthorised access, and there is the additional challenge of replacing antiquated systems at scale.

Digital transformation is never easy, so making sure hospital teams are supported effectively with training and education is an additional consideration when implementing new solutions.

However, the reasons for the transition are clear – the Building Management System (BMS) affects over half of energy usage across Circle Health Group's hospitals. Upgrades to the most modern infrastructure are essential for an efficiently run estate. Across many of its sites, Circle Health Group introduced EcoStruxure Building Operation (EBO) early on in the relationship, and continue to seek ways in which this product can enhance their understanding around energy use and ways to optimise.

Goal

To improve operational efficiency and the ability to provide care by utilising the latest digital technologies.

Challenge

Modernising a diverse estate of 53 hospitals with upgraded BMS and remote maintenance services.

Solutions

EcoStruxure Building Operation, 24/7 remote support from the Connected Services Hub (CSH), and quarterly onsite audits.

Results

- 81% of cases solved remotely
- Over £200k total savings since 2018
- Quarterly audits to identify additional operational improvements
- Increased visibility for sustainability reporting

To complement these upgrades, Circle Health Group have a digital services plan with Schneider Electric, enabling them to take advantage of the Connected Services Hub (CSH), an advanced analytics platform with 24/7 remote maintenance support. Using over 500 AI-powered algorithms, the tool monitors alarms across critical products and systems to flag issues. A key benefit of the CSH is their agnostic approach with a range of different systems, including those provided by other suppliers.

Schneider Electric has now connected over 75% of the hospitals and is working on connecting another 15% by the end of Q1 2025. In parallel to this, Schneider is working on critical alarming for the hospital fridges along with centralising the estate's information into a single pane of glass, allowing Circle Health to see the performance of the estate holistically.

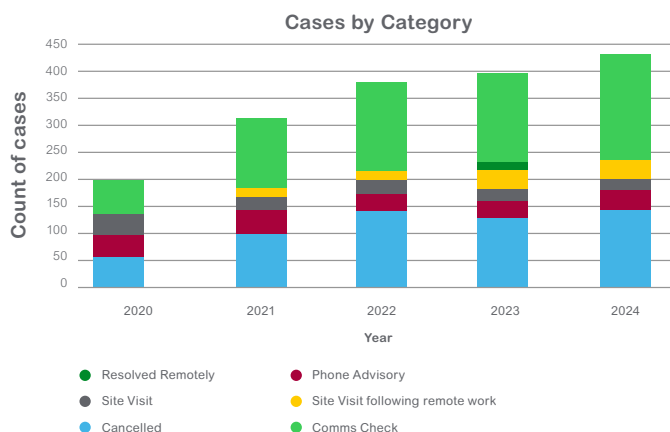
"The service plans have provided us with invaluable insights and operational efficiencies, improving our overall performance."

— Steven Buchan - Director of Estates



Results

Circle Health Group has experienced a significant reduction of callouts as a result of the Connected Services Hub. In 2024, 81% of all cases were resolved remotely, resulting in notable time-savings for the engineering teams and faster resolution times. This avoids the need to close operating theatres while waiting for an engineer to come out, thereby avoiding unnecessary delays to patient care.



By utilising the digital tools and the experienced remote engineers, Circle Health Group can request adjustments to the system to maintain control in their most critical environments. In the 13% of instances where remote resolution is not achievable, the remote support team passes their findings to a local engineer who attends the site with appropriate equipment. This helps minimise downtime for Circle Health Group. In fact, since 2018 Circle Health Group has saved over £200k through Schneider Electric's remote support.

Schneider's quarterly engineering visits offer substantial advantages through equipment audits that provide recommendations for avoiding downtime or enhancing performance. The digitisation of the estate also aids sustainability decision-making with detailed energy usage metrics. Hospitals can quickly adjust and achieve greater control across heating, cooling, air handling, space utilisation, standby controls, and ongoing energy usage data.

"The data-driven approach has greatly streamlined our operations and supported our sustainability initiatives."

— Steven Buchan - Director of Estates

EcoStruxure™

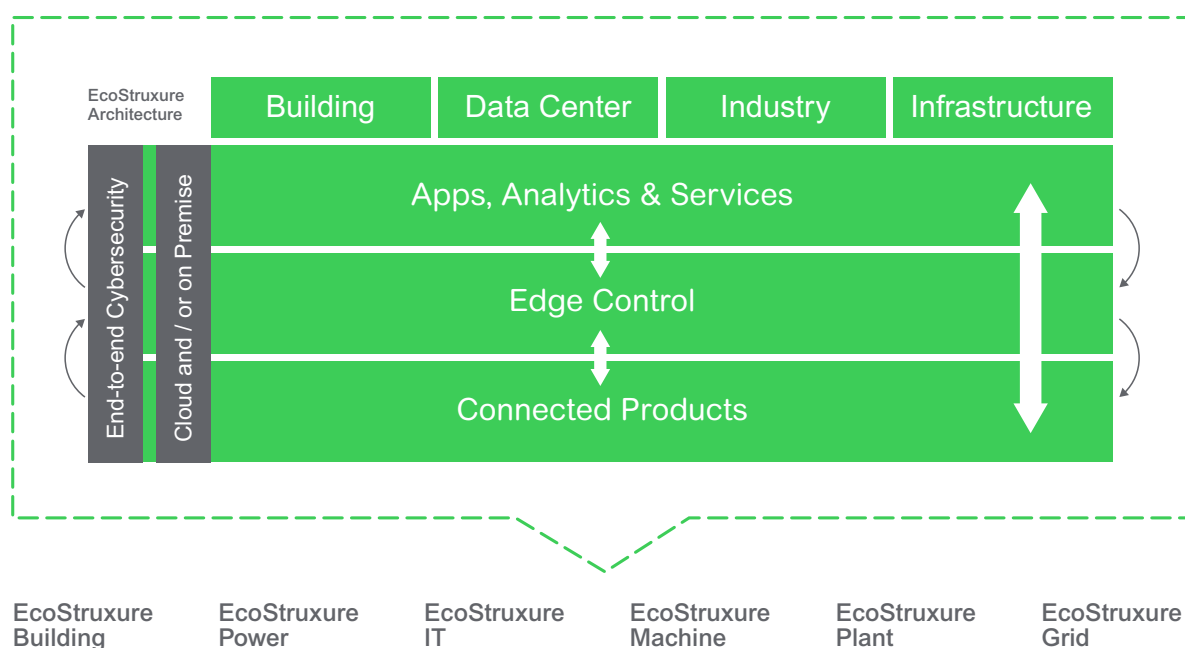
Innovation At Every Level

IoT-enabled solutions that drive operational and energy efficiency

EcoStruxure is our open, interoperable, IoT-enabled system architecture and platform. EcoStruxure delivers enhanced value around safety, reliability, efficiency, sustainability, and connectivity for our customers. EcoStruxure leverages advancements in IoT, mobility, sensing, cloud, analytics, and cybersecurity to deliver Innovation at Every Level.

This includes Connected Products, Edge Control, and Apps, Analytics & Services which are supported by Customer Lifecycle Software. EcoStruxure has been deployed in almost 500,000 sites with the support of 20,000+ developers, 650,000 service providers and partners, 3,000 utilities and connects over 2 million assets under management.

One EcoStruxure architecture, serving 4 End Markets with 6 Domains of Expertise



Connected Products

The Internet of Things starts with the best things. Our IoT-enabled best-in-class connected products include breakers, drives, UPSs, relays, sensors, and more. Devices with embedded intelligence drive better decision-making throughout operations.

Edge Control

Mission-critical scenarios can be unpredictable, so control of devices at the edge of the IoT network is a must. This essential capability provides real-time solutions that enable local control at the edge, protecting safety and uptime.

Apps, Analytics & Services

Interoperability is imperative to supporting the diverse hardware and systems in building, data center, industry, and grid environments. EcoStruxure enables a breadth of agnostic Applications, Analytics & Services for seamless enterprise integration.

Find out more about EcoStruxure

se.com/ecostruxure

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