

How Villanova Dunked on Critical Alarm Response with Virtual Facility



HARD ROCK
CASINO & HOTELS

TULSA | MAR 30 – APR 02

Speakers



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Agenda

Villanova Challenge 1

Critical Alarm Response with Virtual Facility 2

Virtual Facility Buy-In and Impact 3

Questions 4



01. How confident are you that every critical alarm results in timely action?

- a. Very confident
- b. Mostly confident
- c. Not very confident
- d. Not confident at all

Villanova University Overview

- 80 Buildings
- 3.9M SQFT
- 3 zones with 5 GM Technicians
- One Alumnus Pope





Villanova Challenge



Alarm Source ✕

Source: Tridium Niagara

Source Path: local:|station:|slot:/Drivers/BcpBacnetNetwork/FCU_109JKLN/points/General/Freeze_Alarm/BooleanChangeOfStateAlarmExt;
slot:/Drivers/NiagaraNetwork/VaseyHall/alarms

Source Name: Vasey
Hall:BcpBacnetNetwork/FCU_109JKLN/Freeze_Alarm

Message Text: Air Flow Control Alm

Condition: offnormal

Alarm Class: HVAC_Critical_Alarm_Class

BAS Priority: 255

UUID: 21c85813-48df-4b31-baad-6e9f6fda1515

Critical Equipment Failures Happen!

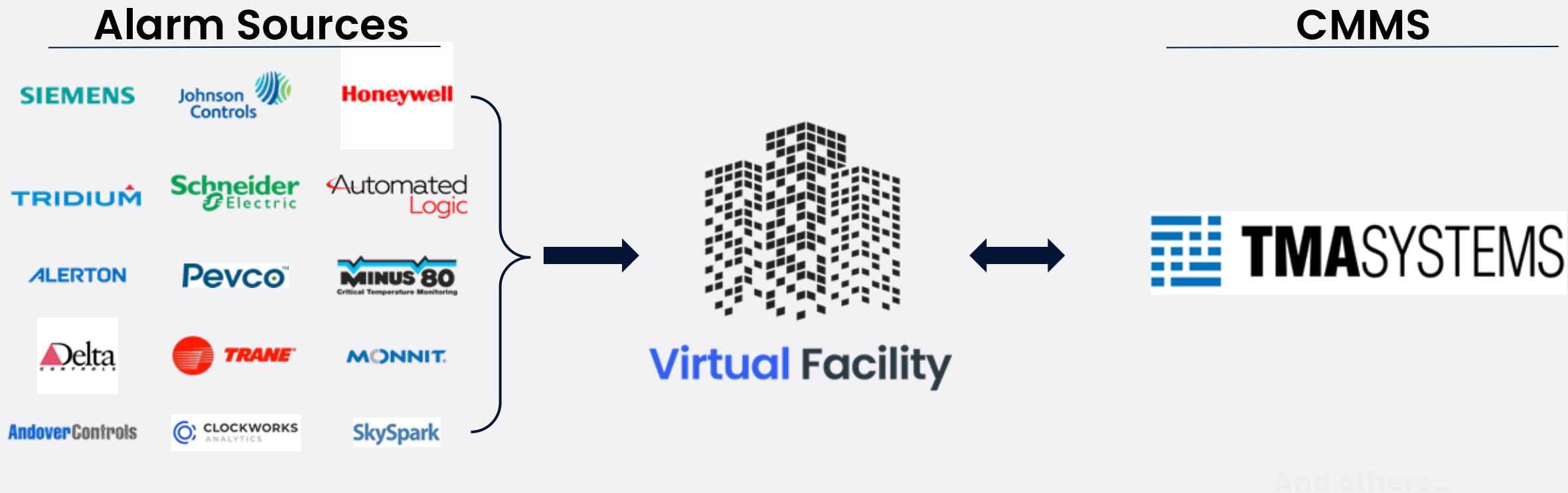




Critical Alarm Response at Villanova



Virtual Facility Breaks Down Technical Silos



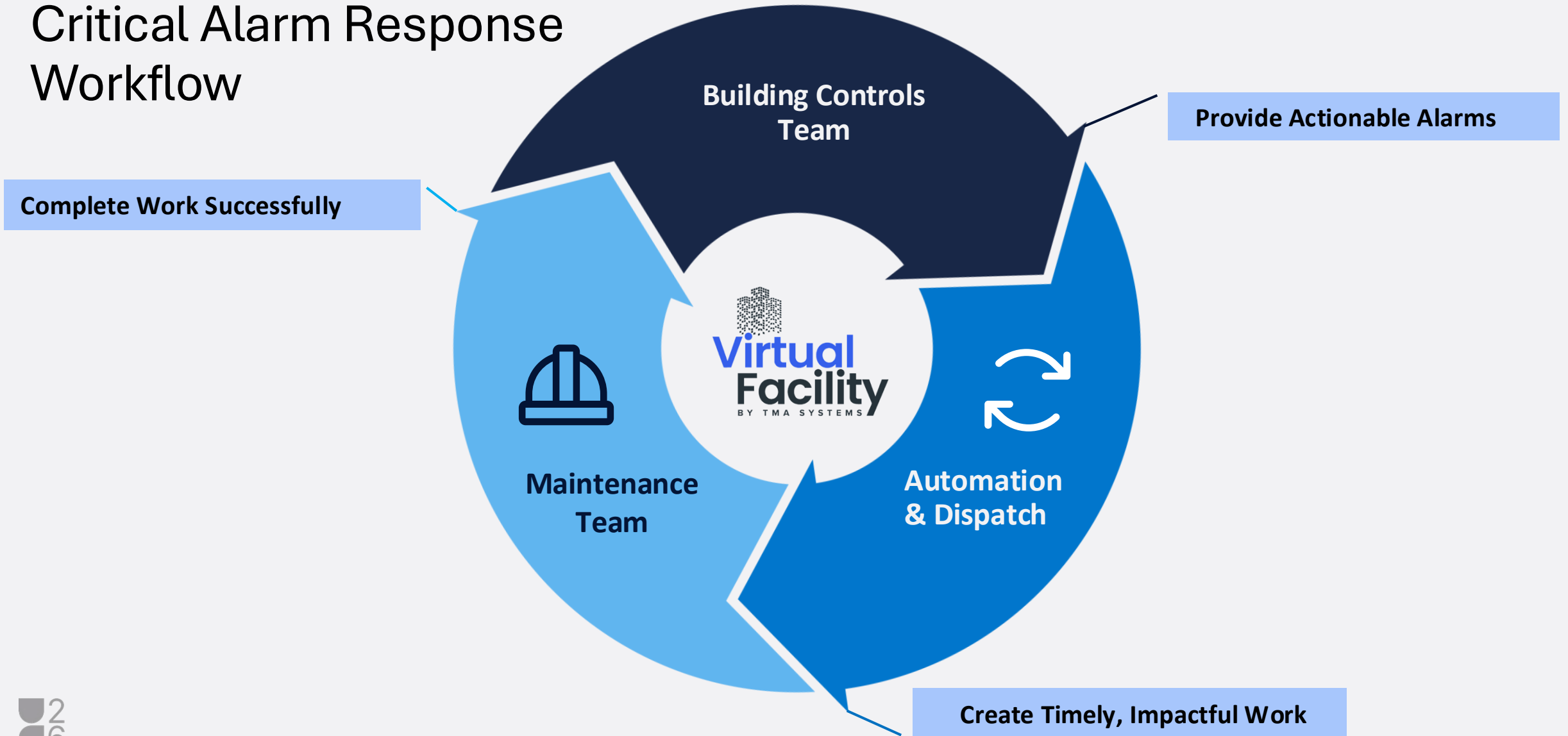
Centralized Alarm Management



Data-Driven Accountable Work



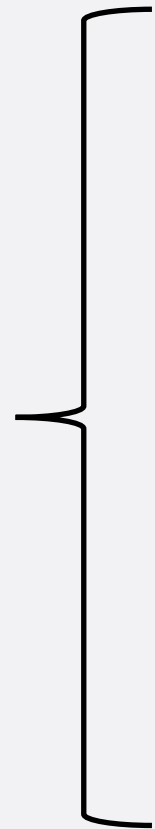
Critical Alarm Response Workflow





AHU-7 Drosdick Research Labs Example

Issue resolved after hours before customer is even aware of it!



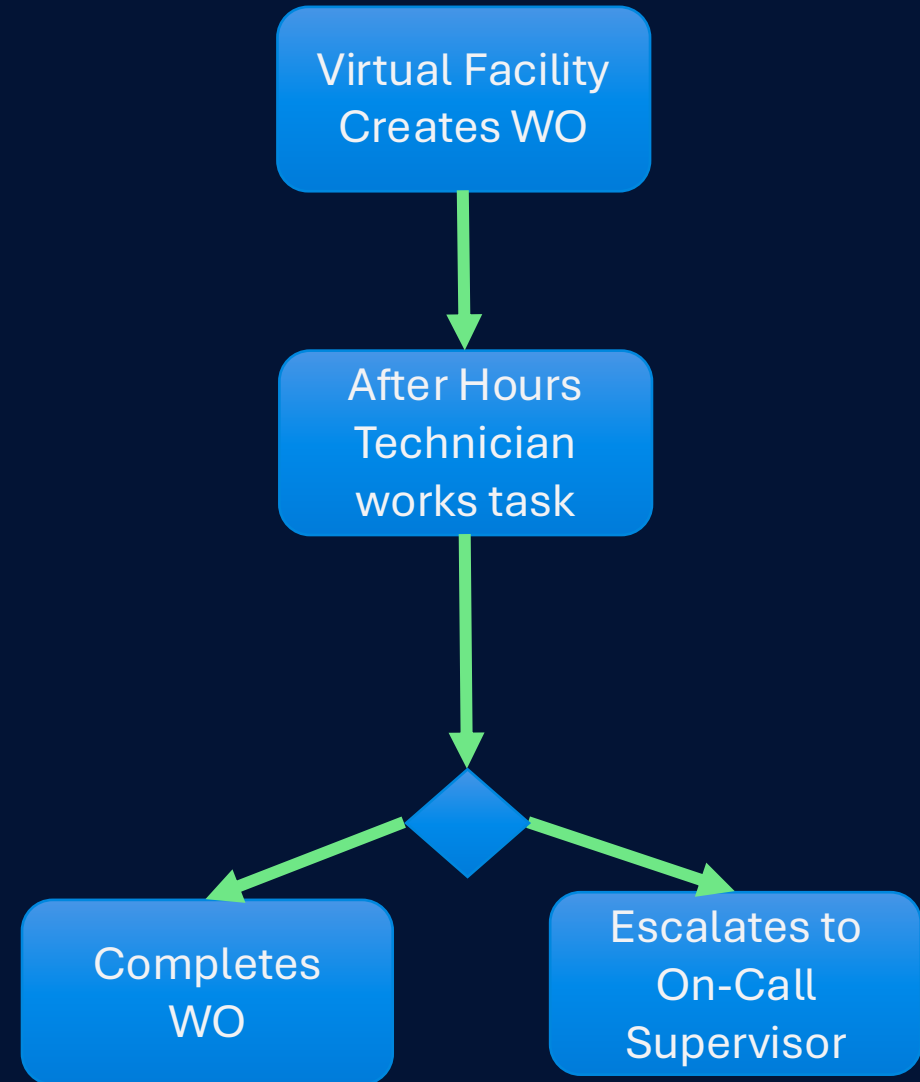
Time	Event
Sunday Morning 7:05AM	AHU fan failure triggers BAS Alarm
	Nick called the Technician (Now Virtual Facility & WebTMA assign work order to Technician)
Sunday Morning 10:00AM	Technician clears the alarm and alarm returns
	Technician escalates to Supervisor who calls outside Vendor
Sunday Afternoon 12:00PM	Vendor starts work on the problem
Sunday Afternoon 1:50PM	Vendor resolves the issue
Monday Morning	Faculty goes about their business



Business Hours

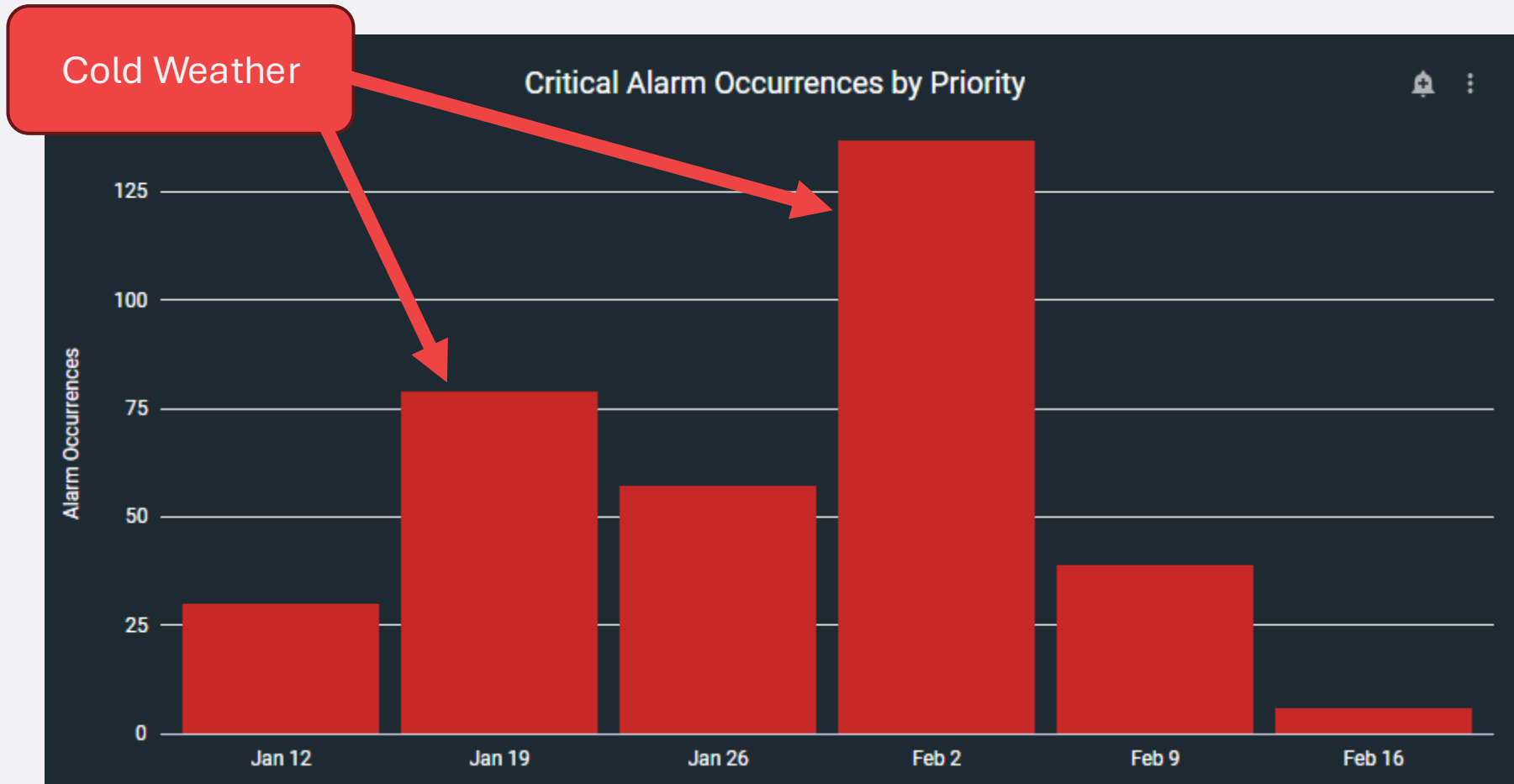


Non-Business Hours





Provide Actionable Alarms – Building Controls

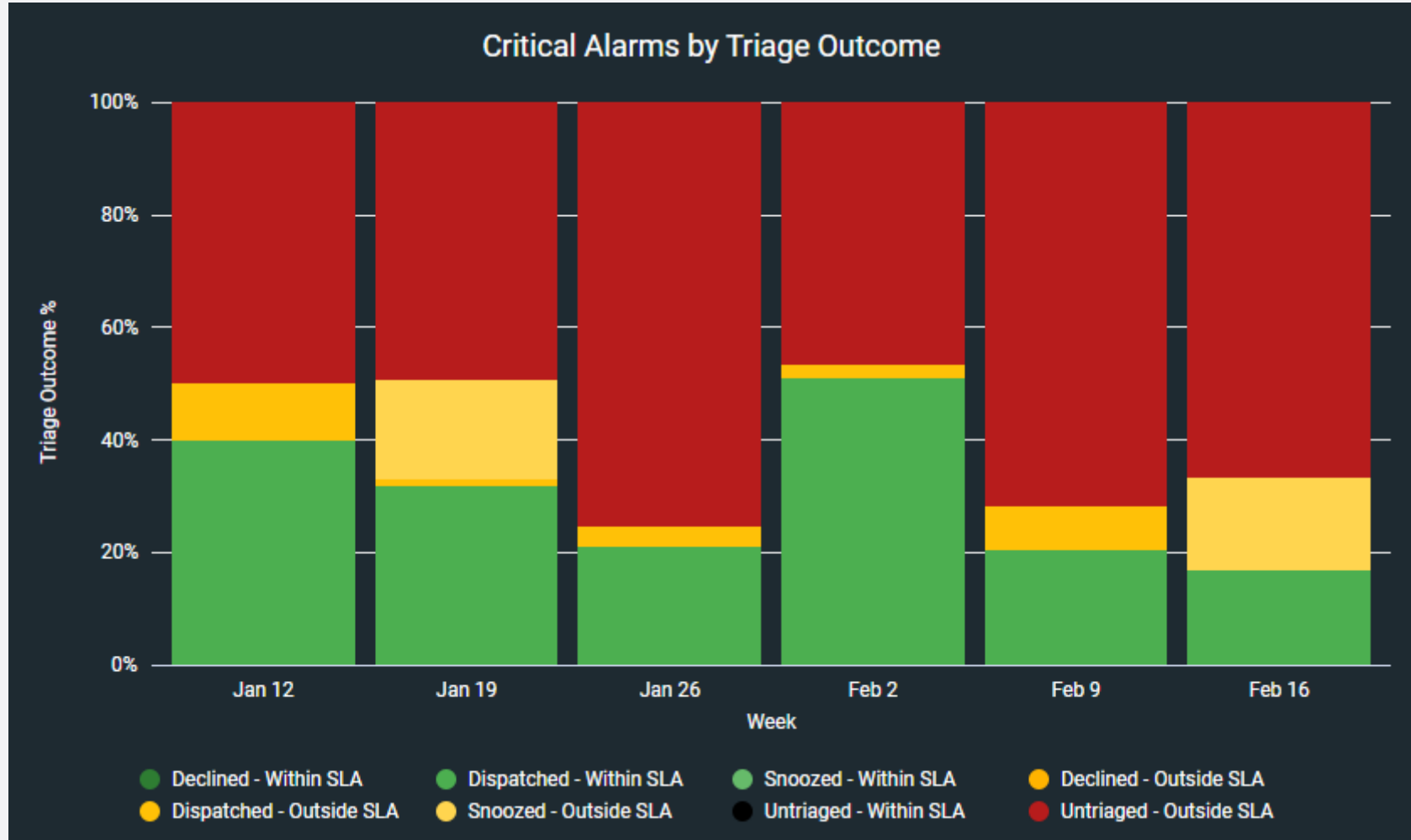




Create Timely, Impactful Work – Building Controls & Automation

GOAL

Dispatch, Decline, or Snooze the alarm within the Service Level Agreement (SLA)





WO Type: Corrective
 Subtype:
 WO Placed On: Building
 Primary Ph:
 Requestor:
 Requestor Ph:
 Repair Center: Facilities Management
 Acct No:
 Building #: VASEY - Vasey Hall

Location ID:
 Facility:
Building: Vasey Hall
 Floor:
 Department :
Priority: 2 - Urgent
 Completed:
 Project: -
 Supervisor:

Request #:
 Reference #:
 Status: Created
 Requested: 02/08/2026 22:39
 Est. Start:
 Est. End:
 Modified By: api.user
 Time: 02/08/2026 22:39
 Total Hours:

Action Requested: **Resolve - Vasey Hall: FCU-G13A (Freezestat) Flow Alarm
 Alarm Category: HVAC_Critical_Alarm_Class**

Problem Details:

Alarm ID: A7324
 Text: BcpBacnetNetwork/FCU_G13ABJ/points/General/Freeze_Alarm/BooleanChangeOfStateAlarmExt; VaseyHall/alarms | Vasey Hall:BcpBacnetNetwork/FCU_G13ABJ/Freeze_Alarm | Air Flow Control Alm | offnormal | HVAC_Critical_Alarm_Class
 02/08/2026 10:27 PM

This work order was auto-generated by Virtual Facility. Visit the link below for details.
<https://app.vfacility.co...>

Comments:

Svc. Interruption:

Task: 16010 - OTHER, BUILDING AUTOMATION ALARM

Task Due Date: 03/10/2026 23:39

Failure Code:

Failure Sub-Code:

Completion date:

Authorized By:

Finished Date:

Contractor :

WO #: FM-452417

Trade: **Preventive Maintenance GMs (John McGonigle)**



02. Work to resolve critical alarms is captured in WebTMA as a work order.

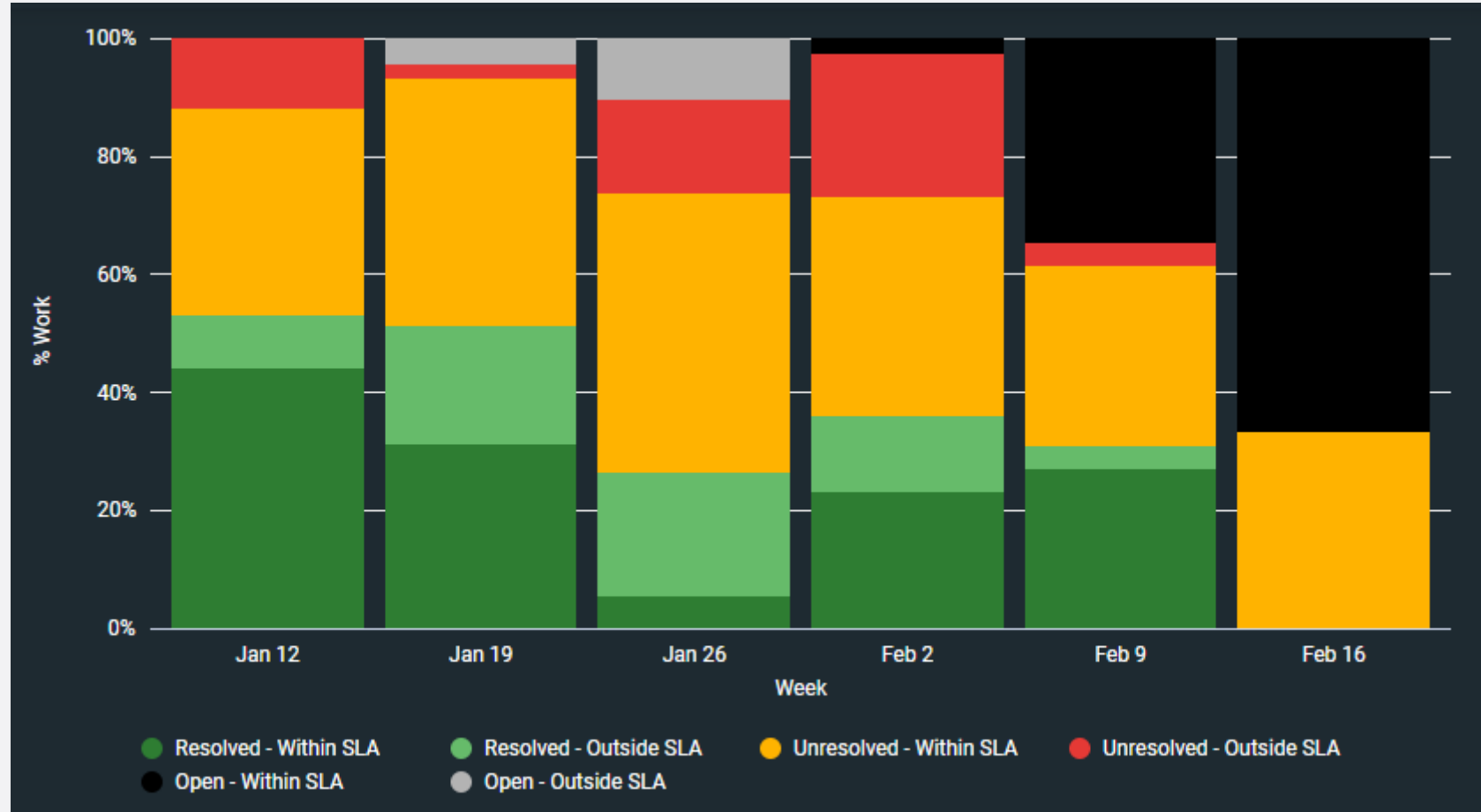
- a. Always
- b. Often
- c. Sometimes
- d. Rarely
- e. Never



Complete Work Successfully – Maintenance Teams

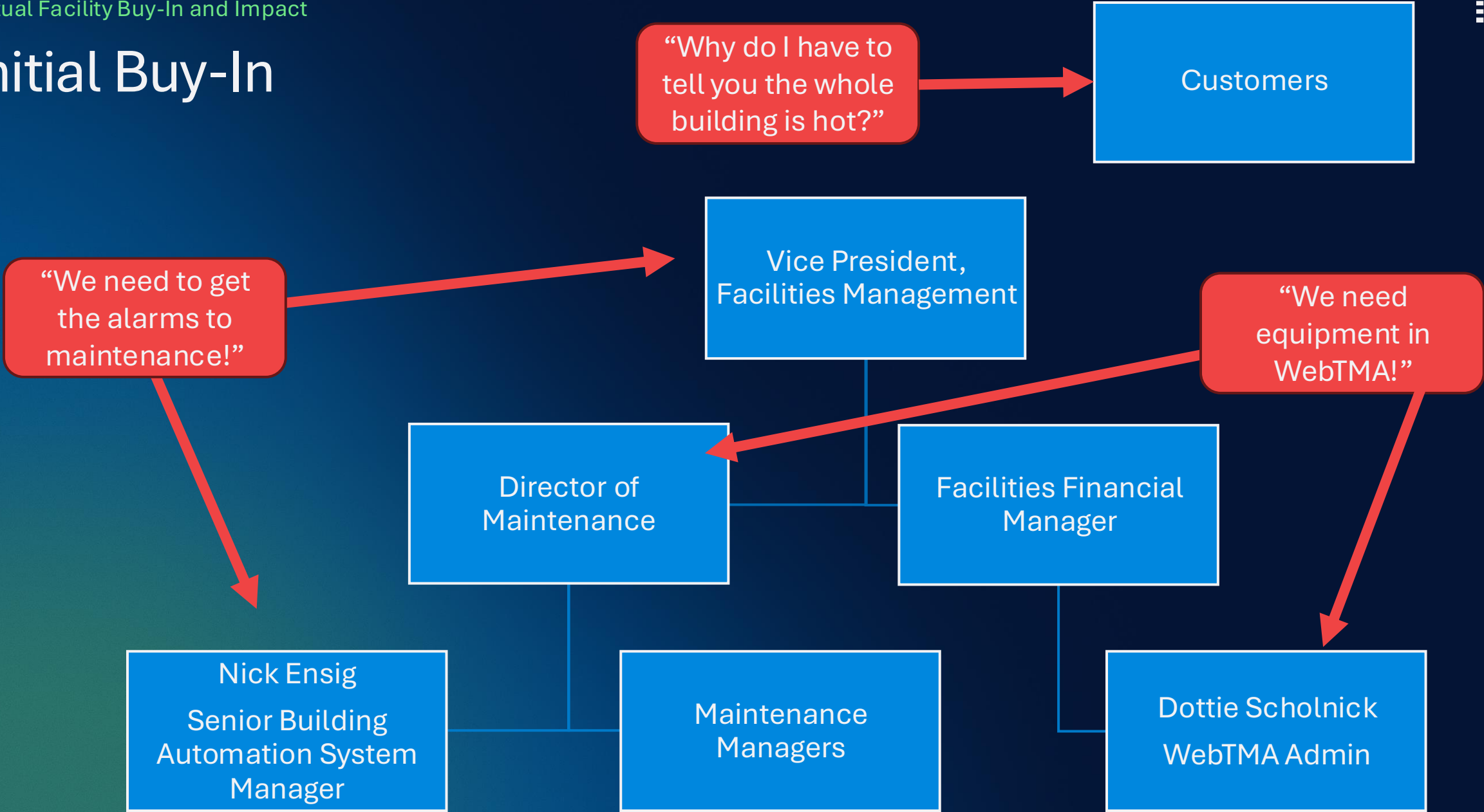
GOAL

Complete Work Order within the Service Level Agreement (SLA) and alarms stay resolved for 24 hours.





Initial Buy-In





Impact

20 High Priority

20 high priority alarm-sourced work orders / week.

Getting it Done

Work is getting done to solve problems on the weekend.

24/7/365

We are collaborating as a team to improve critical alarm response even during holidays.



Q&A

1. Talk to Nick, me, or Derek Edwards after we finish.
2. Find Derek or me in the Solution Zone.

Thank You



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