

## CASE STUDY

# Retrofit for Resilience

U.S. Healthcare Provider Saves  
\$14M and Strengthens Infrastructure

## Challenge: Modernizing Failing Infrastructure and Improving System Durability

In 2017, a top-tier healthcare provider serving 2.3 million patients annually faced a major clinical and operational hurdle: it needed to modernize its 17 hospitals and 160 outpatient facilities by replacing failing HVAC systems, servicing inoperable elevators, and updating inefficient lighting.

Although the team recognized its infrastructure needed a significant overhaul, they lacked resources for large-scale retrofits at the required pace. “We simply didn’t have the depth and knowledge internally to manage large-scale projects efficiently,” says the healthcare provider’s National VP of Facilities.

## Solution: Choosing the Right Partner

Given the complexity of executing these upgrades in active healthcare facilities, the provider knew it needed a partner that was precise, flexible, and possessed a deep regulatory awareness.

After evaluating six candidates, the team chose to partner with Redaptive for three key reasons:

- **Zero upfront capital.** Redaptive’s Energy-as-a-Service (EaaS) zero capital model would allow them to pay for infrastructure upgrades from energy savings over time instead of making a large upfront investment.
- **Healthcare expertise.** Redaptive had experience doing similar projects in active medical facilities and understood infection control protocols and compliance.
- **Turnkey delivery.** Redaptive offered single accountability across sites with full regulatory navigation.

**\$125M**

Total product investment

**\$0**

Customer capital investment

**56,000**

Number of assets modernized

**7+ Years**

Partnership duration (ongoing)

**\$14M**

Energy cost savings over  
10 years



“It became a friendship. When Redaptive was on something, I knew it would be handled right.”

—National VP of Facilities



## Implementation: A Step-by-Step Transformation

The partnership followed a multiyear phased plan, pairing expert execution with creative financing through PACE (Property Assessed Clean Energy) loans and EaaS. Starting with LED lighting upgrades across every facility helped offset the later costs of more complex, resilience-focused upgrades, like elevator shaft extensions and complete replacements for multiple central plants.

Redaptive managed every step, from energy audits and property appraisals to contractor bids and compliance, letting the provider focus on patient care. To minimize disruption, work was conducted meticulously and efficiently, with redundant systems kept online to ensure uninterrupted care. Infection control protocols were strictly followed, as were state and hospital regulatory requirements.



“At the end of the day, this project is about making hospitals better for the people who count on them.”

—**National VP of Facilities**

## Results: Improved Operations, Freed Resources, and Increased Savings

Redaptive's phased approach delivered measurable financial and operational improvements that directly enhanced patient care and staff satisfaction. The project is projected to save \$14 million in energy costs over a decade, freeing up budgets for clinical services and staffing. Meanwhile, the modernized systems have dramatically reduced emergency maintenance, resulting in greater equipment uptime and more reliable care environments.

The environmental impact was equally significant, with upgrades resulting in a reduction of 38,600 metric tons of CO<sub>2</sub>e. This comprehensive transformation proves that strategic infrastructure investment fosters a virtuous cycle of improved systems, which reduce costs, enhance reliability, and free up resources for the organization's core mission of delivering excellent patient care.

## Ongoing Success: A Blueprint for Healthcare Facilities

Through phased implementation and a deep understanding of clinical environments, Redaptive and its healthcare provider partner have established a new standard for tackling the complexity of healthcare system upgrades.

Most significantly, the provider has shifted from reactive maintenance to strategic infrastructure management, ensuring that both patients and healthcare professionals benefit from their resilient, optimized care environments now and for years to come.

**Ready to build a smarter, more resilient healthcare environment?**

**REDAPTIVE®**

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