

Verosol

From Crisis to Control: The Power of DAY2 Upgrade Pathways



From the Desk of Neil Krotzsch | Head of Automation & Day 2 Services

Over the past few weeks, our industry has continued to move at its usual rapid pace - and with it, the constant reminder that building operations rarely wait for the “right moment” to demand attention. One minute everything is running smoothly; the next, a tenant loses control of essential services just as you’re preparing a monthly expenditure report for senior management.

It’s in these moments that the value of **future-proofing**, **preventive planning**, and **minimal-invasive upgrade pathways** becomes unmistakably clear.

Why Future-Proofing Matters

We’ve all experienced the scenario: phones lighting up, inboxes filling with urgent service requests, and tenants escalating issues faster than you can respond. It’s a real-time picture of what can happen when ageing systems, unsupported hardware, or outdated firmware finally reach their breaking point.

The DAY2 approach exists to reduce the likelihood - and the impact - of exactly these moments. By applying structured upgrade pathways, circularity principles, and staged investment, we help ensure that what worked yesterday doesn’t become tomorrow’s operational crisis.

Last Month’s Recap

In our May edition, we shared a live project demonstrating how a targeted upgrade to the **headend** of an existing control system immediately improved customer experience and reduced operational noise. We also outlined how staged floor-by-floor upgrades can align with budget cycles while delivering long-term resilience.

This month, we take you deeper into the **technical mechanics** behind that strategy, and how minimal-invasive upgrades can transform an ageing system into a future-ready platform.

Understanding the Existing System

The building we’re working with operates on a proprietary control system using **BACnet IP** to communicate with a central server. Local controllers are:

- Running outdated firmware
- Built on an end-of-life hardware platform
- Wireless (2.4 GHz Zigbee)
- Lacking local user interaction (no switches, no tenant-level control)

In short: the “muscle” still works, but the “brain” is holding the system back.

The DAY2 Upgrade Strategy

1. Replace the Brain, Not the Muscle

We deploy **Niagara by Tridium**, an open, cyber-secure, protocol-agnostic control platform capable of running multiple systems in parallel. This allows us to:

- Communicate with the existing system via BACnet IP
- Operate new and old components simultaneously
- Introduce modern control logic without replacing field devices immediately

This is where the **Vero-DASH** comes in - a modular, user-friendly dashboard for Facility Managers and tenants. Even before field upgrades begin, the customer experiences a modernised interface and improved control.

2. Use Fitout Windows to Upgrade Floors

Whenever a tenant fitout gives us ceiling access, we install a **secondary communication cable** - a low-cost, high-impact step that typically takes one to two days per floor.

If the legacy system already uses wired communication, we repurpose that cable to support the new controller. The existing cable type determines the protocol and local control method.

3. Enable Seamless Parallel Operation

Once the secondary communication backbone is in place, we install gateways that connect each floor to the new Niagara Supervisor.

The result:

- Old and new systems operate in parallel
- New algorithms drive both systems simultaneously
- Tenants experience consistent performance regardless of which "muscle" is active

This is **circular economy in action** - reducing waste, reusing existing components, and extending asset life while delivering immediate operational uplift.

Why This Matters for Your Asset

Every building is unique. Every legacy system has its quirks. But Niagara's versatility - combined with the DAY2 Baseline Audit - gives us a structured, repeatable pathway to:

- Reduce operational risk
- Instant Improvement of tenant experience
- Minimise landfill
- Stretch CAPEX further
- Deliver future-proof automation without disruption

This is the essence of DAY2 thinking: **upgrade what matters, reuse what works, and build a pathway that respects your budget and your building's lifecycle.**

What's Coming Next

In our July edition, we'll explore the synergies between **Green Star** and **DAY2 operations**, including how DAY2 Services can support greener outcomes and strengthen claims within Green Star rating tools.

Until then, stay proactive, stay curious - and stay ahead of the unexpected.

Warm regards,

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Verosol Day 2 Services | JUNE EDITION | 16 JUNE 2026