

BEACON CAPITAL

Case Study: Management Support

Beacon Capital Partners, LLC is a private real estate investment firm with a skilled team of professionals and proven experience generating value-added returns through investments in high-quality office properties.

Since its inception in 1998, Beacon has raised over \$11 billion of equity for office real estate investments. Beacon's investors consist of institutions from around the world, including public and private pension funds, major endowments and foundations, sovereign wealth funds, and insurance companies. Through its funds, Beacon has completed over 90 investments, with a projected total cost of approximately \$29.0 billion. Since inception, Beacon has also completed dispositions of investments valued at nearly \$14.0 billion.

The Challenge

In all of their markets, Beacon manages diverse assets and seeks to bring a consistent and cohesive management structure and process to its entire portfolio and to each sub-portfolio, while reducing costs and controlling expenses. As a frequent buyer of complex commercial office properties, Beacon wanted to put a standard process in place that it could institute easily as it acquired new assets. With multiple independent management organizations, differing management approaches and a wide geographic spread, these goals posed significant challenges.

The Solution

In response to Beacon's need for a complete operational platform for all of its managed properties, Building Engines and Beacon created a consistent plan for the entire organization, as well as for each independently managed portfolio.

The plan included specific deployment, performance and cost reduction goals utilizing a broad spectrum of Building Engines' web-based and mobile tools including Work Order Management, Preventive Maintenance, Emergency Preparedness, Security and Visitor Access, Certificate of Insurance Tracking, and Incident Tracking.

To support each independent management group, Building Engines delivered a comprehensive program of deployment support, training, activity monitoring, measurement, reporting and remediation – performed at regular intervals to ensure high quality communications and data gathering and the greatest possible return on investment.

Results

Building Engines continues to deliver consistent results across the broad Beacon portfolio and to each independent portfolio, modernizing the management process and bringing structure and analytical insight to a complex management challenge.

Using Building Engines' risk management tools, Beacon has seen a significant reduction in liability exposure. Results include the Liberty Mutual Gold Star Award, Homeland Security Safety Act Designation, and a significant reduction in claims resulting in a loss.

Constant monitoring, reporting and remediation efforts operate as a cost-effective extension of the management team, enabling executives to see and react to challenges before they become problems and empowering managers to get the job done on time and on budget.

Building Engines is not simply a vendor to Beacon Capital, but an invaluable partner in their efforts to control costs, deliver high quality service and predictability to their facility operations.

Case Study

Operational Efficiency



Market: Commercial Real Estate
Role: Owner
Purpose: Share a Customer Story

"...We've imposed progressive objectives for customer service, building security and maintenance efficiencies at Beacon Capital and Building Engine's consistently meets and exceeds our objectives..."

**Steve Stanley, VP
Information Technology,
Beacon Capital Partners**

