

# LILLIBRIDGE

## Monitoring Tenant Service With Data

As one of the nation's leading owners and managers of healthcare real estate, Lillibridge is passionately committed to customer service as exemplified by their "Lillibridge Standard" of delivering value to tenants and investors. However, the Lillibridge Management team wanted to monitor, manage, and capture data for **all aspects of their service delivery** in real time in order to truly demonstrate service excellence.

*This is the story of how Building Engines worked with Lillibridge to document and prove their commitment to service excellence.*

### Case Study



#### Operations Performance Management

Market: Commercial Real Estate

Role: Owner, Manager, Broker

Purpose: Share a Customer Story









# What's Next?

Building Engines is delivering additional insight to Lillibridge through the OPM program by layering in a service quality rating from its tenants. A proprietary formula will factor the service quality responses with the delivery metrics to provide an overall service delivery rating. Management will have complete, real-time visibility into service delivery performance with unprecedented insight into service data.

## Is Operations Performance Management a Fit For You and Your Organization?

That depends on your service performance goals and whether real-time visibility and operational data are important to your organization and your bottom line. Ask yourself and your team a few key questions:

- Do we have a clear understanding of what our service delivery targets are or should be?
- How do we know if we miss a key deadline?
- What real-time visibility do we have into our service delivery performance across our portfolio?
- What real and current data could we provide to a prospective tenant that demonstrates our commitment to service excellence?
- How can we be certain the service we delivered to our tenants last week met our, and their, expectations?

To discuss the implications of how you answer these questions, please contact us today to schedule an introductory conversation.

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