TenHub™

Deliver a better, *more responsive* tenant experience

The TenHub app for iOS and Android is a better way for your tenants
to report, track, and comment on building issues, while on-the-go.

TenHub delivers much of what your tenants know and love from the Building Engines
tenant portal, everywhere they go - plus a little extra mobile app magic.

CAPABILITIES

▶ Submit detailed work order requests, including photos

▶ Track work order progress, every step of the way

▶ Rate and share service experience

▶ Stay alert(ed) with in-app broadcast messages

▶ Instantly submit building issues with the snap of a photo

▶ Get building contact info, by tapping on the building name

TenHub is completely free for tenants, and is included with your Building Engines subscription.
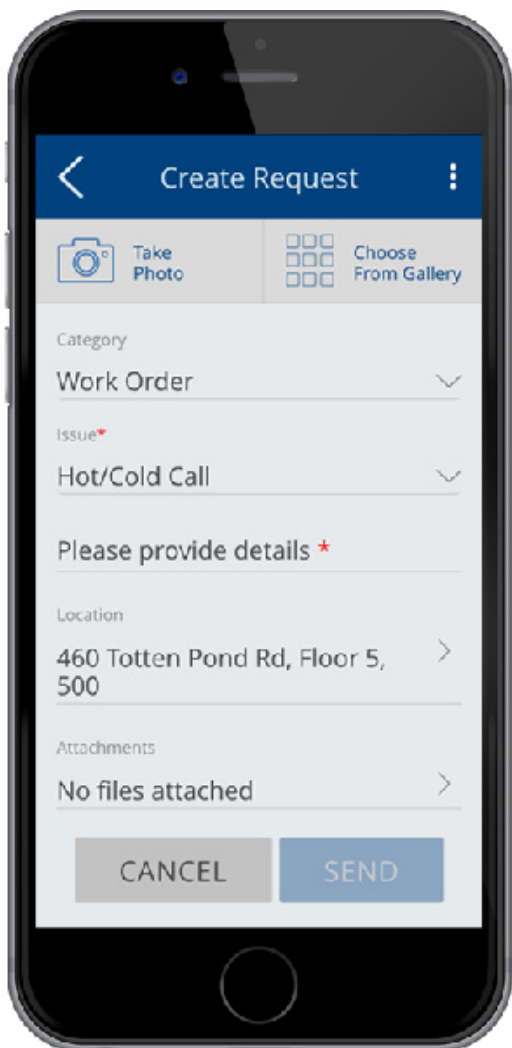
TenHub™

TenHub is a mobile app for your tenants, but it also has a series of great benefits designed for property management teams:

BENEFITS

Create Request

Take Photo | Choose From Gallery

Category
Work Order

Issue*
Hot/Cold Call

Please provide details *

Location
460 Totten Pond Rd, Floor 5, 500

Attachments
No files attached

CANCEL | SEND

▸ A more efficient way for tenants to submit and manage work requests, communicate with PM teams, and more - from the convenience of their mobile device

▸ Fewer tenant phone calls, and emails

▸ Receive detailed descriptions of building issues, as they occur

▸ Get better tenant service feedback responses

▸ Communicate with tenants, no matter where they are

..And we're just getting started!

The TenHub app will continue to grow, with great new features for you and your tenants!

TenHub™

GETTING STARTED

Download the App

▶ TenHub is available for download on the *App Store*, and the *Google Play Store*. Tenants that already have a tenant portal account can log into TenHub using the same secure credentials.

Access to TenHub can be turned on/off based on your needs.

Note: Password resets performed via the mobile app will affect the web application. BuildingConnect™ and TenHub utilize the same login credentials.
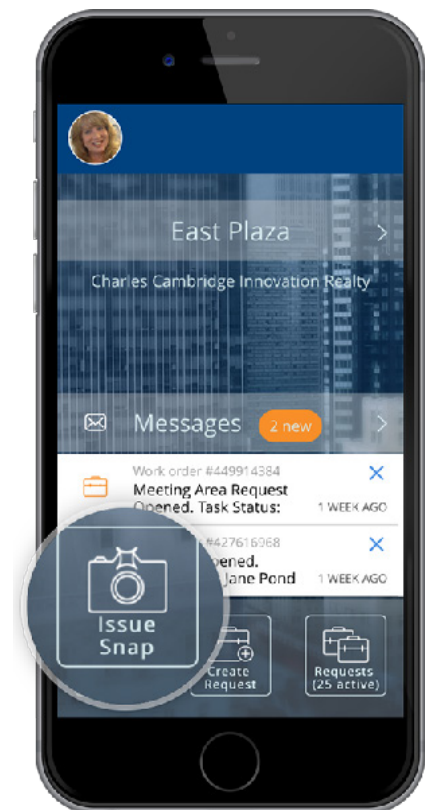
Download on the **App Store**

ANDROID APP ON **Google play**

HOW TENANTS WILL USE IT

Issue Snap

▶ Oftentimes building issues go unreported because a tenant either:

1) *Forgets to report it*

2) *Doesn't bother, because it is "too inconvenient"*

Wiith Issue Snap, your tenants can snap a quick photo of a building issue, and quickly submit it. Now you can know about an issue before it becomes a serious problem!
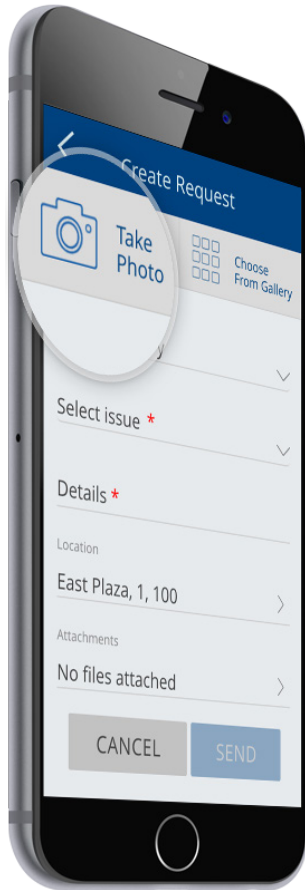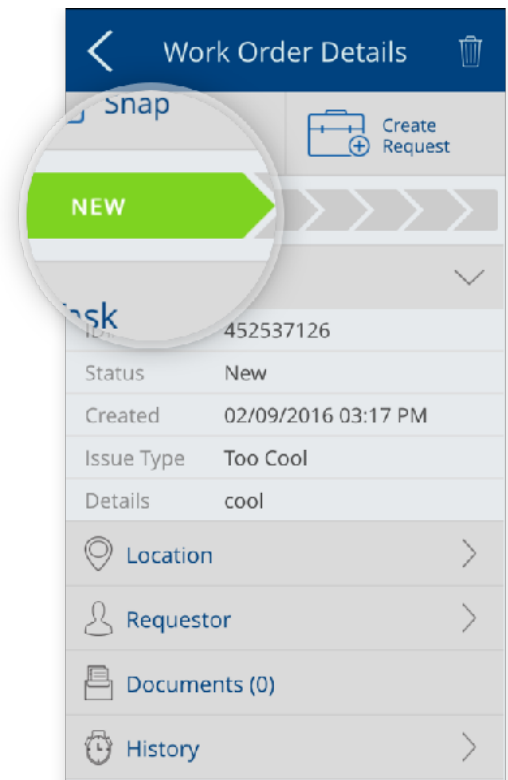
buildingengines.com | 866.301.5300 | info@buildingengines.com

BuildingEngines

TenHub™

HOW IT WORKS

Create Work Order Request

▸ Tenants can create work order requests in just a few taps. Just tap 'Create Request,' select an issue, provide details (including location), and hit send!

It is also possible to take and attach photos using the device's built-in camera.

Track Work Order Progress

▸ TenHub makes it possible for tenants to track the progress of work orders from start-to-finish, by tapping into an open work order, and glancing at the status swimlane - just like you know and love on the web app!

buildingengines.com | 866.301.5300 | info@buildingengines.com

BuildingEngines

TenHub™

HOW IT WORKS

Rate Service Experience

▸ Measuring tenant satisfaction is crucial to the long-term success of your service delivery program.

If you've turned on our tenant satisfaction rating feature, your tenants will be able to share their service satisfaction rating through the app. That means you're more likely to get a timely response, and a higher response rate!

BuildingEngines

TenHub™

Give your tenants the digital experience they demand

People are becoming increasingly more reliant on mobile devices to access the web, and online services. TenHub helps you deliver the mobile "tenant to property management" experience that tenants expect.

WHY TENANTS WILL LOVE IT

1. It's incredibly easy-to-use

TenHub was designed to look and function like the modern mobile apps that your tenants know and love.

2. It's more convenient

Tenants don't want to have to go out of their way to let you know about an issue. TenHub makes managing work requests, tracking progress, and reporting issues as simple as pulling out their phone.

3. Delivers complete service visibility

No one likes feeling like they aren't in the loop. The TenHub app empowers your tenants to stay in sync with your service delivery every step of the way, from wherever they are.

4. Instant access to critical building info

TenHub makes it easy for your tenants access to critical building documents, including emergency protocols, the tenant handbook, and see basic contact points like office location and phone number.

More Great Tenant Features Are Coming!

We will continue to develop TenHub based on tenant needs, and your feedback.

East Plaza
Charles Cambridge Innovation

✉ Messages 2 new

Work order #449914384
Meeting Area Request

buildingengines.com | 866.301.5300 | info@buildingengines.com

BuildingEngines