

Urban Renaissance

"Quick-Start" Deployment

Urban Renaissance Group

Urban Renaissance Group is a full-service commercial real estate organization based in the Pacific Northwest. When Urban Renaissance took over an additional 2.8 million square feet of commercial property, the company needed to get the new buildings up and running fast. Building Engines' high-touch customer service and "Quick-Start" Deployment Plan ensured a quick and painless transfer of data from legacy systems to the Building Engines platform.

QUICK FACTS

Industry
Commercial Real Estate

Portfolio Size
6 Million Square Feet

Employees
95

Headquarters
Seattle, Washington

Web Site
www.urbanrengroup.com

// What impresses me about Building Engines...

...is not only how quickly and painlessly they converted our new buildings to their platform, but also their commitment to continuous improvement and innovation. //

- Kim Fuller, COO, Urban Renaissance

Key Challenges

Short Timeframe: Three weeks to deploy facilities management software across 2.8 million SF

Data Conversion: Migrate and transfer all data from legacy systems into Building Engines

Training: Train new users on the platform for quick adoption

Standardization: Standardize service delivery targets and preventive maintenance tasks

Why Building Engines Was Selected

Deployment: Rapid implementation plan, supported by dedicated account managers

Data Conversion: Proven track record migrating and converting data from multiple formats and systems

Usability: User friendly and intuitive software

Standardization Tools: Standard Equipment Library (SEL) and configurable service level targets

Innovation: Strong history of continuous product development

Critical Product Features

Fast data import

User-friendly system

Simple logging of work orders

COI tracking and alerts

Performance Management

Resource Scheduling

Mobile App

Seamless integration with accounting systems

Rich reporting capabilities

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The Right Set of Tools

Urban Renaissance Group is a rapidly growing commercial real estate firm focused on providing value to its clients. The company relies on analytics to ensure operating performance targets are met.

An engagement to take over management of 2.8 million square feet of commercial property that was about to enter receivership, led Urban Renaissance to seek a partner that could rapidly deploy a property and tenant management system across the portfolio, easily migrate data from a legacy system and train tenants and new property team in 3 weeks.

Based on its previous experience working with Building Engines, Urban Renaissance concluded that BE could get them up and running on time, and its user-friendly system would enable the new property management team to quickly interpret and make decisions based on rich, actionable data provided by the system.

“Quick-Start” Deployment

With a deployment target of three weeks, Urban Renaissance and Building Engines began to convert the new properties to the BE platform. The Building Engines Product and Customer Service Teams met with Urban Renaissance senior management and proposed a **best practices checklist** for the data transfer and initial system configuration.

Urban Renaissance appointed its chief engineer to spearhead the project from the client side, ensuring that the process moved forward quickly.

Working in teams, Urban Renaissance exported data to the Building Engines system as it became available. Building Engines imported the packets of data into the system, applied best practices for service targets and preventive maintenance schedules, and configured baseline reports.

Building Engines rolled-out introductory web trainings to quickly get the most important functions up and running, followed by detailed role-based trainings on the complete system.

Because the rapid deployment plan included setting service level targets and configuring reporting with the initial transfer of data, Urban Renaissance, on completion of system implementation, was able to immediately report out on key performance indicators (KPIs) and begin actions to improve service delivery.

Implementation Best Practices

- Executive sponsorship
- Assignment of a client business owner (Urban Renaissance Chief Engineer)
- Team-based data transfer
- Just-in-time implementation
- Web-based training

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Capitalizing on Results

By standardizing on the BE platform across the Urban Renaissance portfolio, the company can evaluate in real time its performance across portfolios, regions, buildings, and personnel, isolating where service targets are being met, which technicians need further training, and assessing the overall health of all buildings in the portfolio.

Future Efforts

Building Engines provides a dedicated customer services representative who pro-actively monitors Urban Renaissance usage to see if help is needed and to offer guidance to refine service targets and implement best practices for service delivery. The rich reporting features give the company actionable intelligence that can be used to immediately improve operational efficiencies and level of service.

Additionally, the Building Engines product development team regularly conducts client focus groups to discuss features that clients believe would help them do their jobs better.

Building Engines' detailed "Quick Start" deployment process, including seamless data migrations from legacy systems, makes switching to the BE tenant and property management platform fast and easy. With Building Engines, property managers have access to real-time, actionable intelligence that results in higher occupant satisfaction, decreased time managing mundane repetitive tasks, reduced operational risk and increased NOI.

About Building Engines

Building Engines' web-based and mobile property and tenant management system empowers owners and managers to capture, communicate, assign and report every aspect of operational performance and tenant experience. For over 10 years, Building Engines has been committed to recognizing and implementing property and tenant management best practices gleaned from customer feedback, industry thought leaders and commercial real estate experience.

For more information: <http://www.buildingengines.com/>

Ask a member of our Sales Team how quickly we can get you rolled-out! **(866) 301-5300**

Improved Service Delivery & Lower Cost

- One platform for entire portfolio
- "Quick Start" creates reduced Total Cost of Ownership for system (TCO)
- Standardization ensures operational efficiencies and enables root-cause analysis and comparisons across the portfolio of service delivery performance and occupant satisfaction

Commitment to Customer Service

- Highly responsive to client needs
- Proactive service intervention to ensure data collection results in actionable intelligence
- Ongoing client discussions to discover future needs
- Continuous improvement