Commerce Real Estate Solutions

Rapid Conversion & Deployment

Commerce Real Estate Solutions, headquartered in Salt Lake City, with offices in more than ten locations throughout the Intermountain West, has been a leading provider of real estate brokerage services for over 30 years. An Alliance Member of Cushman & Wakefield—the largest privately held real estate service firm in the world—Commerce Real Estate Solutions offers consulting, brokerage, tenant representation, property and facilities management, and valuation services to corporations, institutions and investors. Commerce's portfolio consists of 4 million square feet of commercial, retail, and industrial properties, comprising 44 buildings.

QUICK FACTS

Industry
Commercial Real Estate

Portfolio Size
4 Million Square Feet

Headquarters
Salt Lake City, Utah

Web Site
www.comre.com

> ## The new platform is a strategic advantage...
>
> **...the detailed reporting and tenant feedback functionality provides great insight into tenant satisfaction and allows us to go to owners and say 'this is what we can do for you.'**
>
> *- David Colucci, Director of Engineering-Asset Services, Commerce*

The Challenge

Dissatisfied with their current real estate operations management software provider's service and limited capacity platform, Commerce needed to make a change that would help them upgrade functionality, system reliability and service. Commerce selected Building Engines for its robust, user-friendly soution which included the industry's leading mobile platform and customer support team.

Key Challenges

Short Timeframe: Deploy facilities management software across 4 million sq. ft. in 30 days

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

Training: Train new users on the platform for quick adoption

Roll Out: Roll out work order management, COI, mobile platform and tenant access

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

Innovation: Strong history of continuous product development

Critical Product Features

More robust than legacy system

User-friendly

Simple logging of work orders

Includes incidents & inspections

COI tracking and alerts

Performance Management

Mobile App

Hands-on customer service

Building Engines
Optimizing Property Performance

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The Solution

Building Engines created a 7-Phase Plan to roll out work order management, COI, the mobile platform and tenant access throughout Commerce's 4 million square foot portfolio- all within the 30-day transition deadline.

Phase:	Description:	Completion Date:
Kickoff Call	Introductions, deployment outline, establish priorities and timelines.	Week 1
Data Collection	Collect and migrate all legacy data into the Building Engines System.	Week 2
Site Build-Out	Configure all modules being used, set up ID's, branding, building pictures, etc.	Week 3
Corporate Review	Discuss workflow, review site configuration, run through core functionality, and finalize training schedule.	Week 3
Employee Training	Train Commerce staff.	Week 4
Q&A Session	Follow-up session after staff trial period to ensure management staff is confident about going "live" with tenants.	Week 4
Tenant "Go-Live"	Deploy Building Engines- all staff and tenants up and running on the system.	Week 4

"The Building Engines staff was professional and responsive throughout the deployment." - *David Colucci, Director of Engineering-Asset Services*

Results

With Building Engines, Commerce Real Estate Solutions has the tools, resources, and experience to provide world class service to investment and corporate real estate clients on a global basis.

- Commerce cites Building Engines as a competitive advantage in performance management.
- Tenants like the online ability to keep track of their service requests and provide feeedback in real-time.
- Commerce regularly sends performance and tenant satisfaction reports to owners.
- Near-term plans include the addition of the Preventive Maintenance and Operations Performance Management modules.

By the Numbers:

Total Number of Users:
900
Number of Employee users:
30
Number of Vendor Users:
245
Number of Tenant Users:
625

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.

Looking for a Change?
Talk with Sales: (866) 301-5300

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