

# OPERATIONS PERFORMANCE MANAGEMENT (OPM)

## For Tenant Service Delivery Assurance

OPM for tenant service delivery assurance is a program for optimizing tenant service through real estate technology tools and best practice guidance. It's a proven strategy that delivers unparalleled "in-the-moment" visibility into performance, measurable results and bottom line impact based on benchmark and target setting.

Datasheet



Operations Performance Management

Market: Commercial Real Estate

Role: Executive

Purpose: Product Information

## WHY OPM?

Easily view **performance trends** and the service improvements that **impact NOI** across a building or a portfolio.

1.

Set Priorities & Targets

Priority	Start Metric	End Metric	Target
Priority 1	Start Metric: New	End Metric: Arrived	Target: 15 minutes
Priority 2	Start Metric: New	End Metric: Complete	Target: 2 hours

Issue Type	Service Level
After Hours Services	Priority 1
Carpet Cleaning	Priority 4
Carpet Cleaning (billable)	Priority 4
Cleaning	Priority 2
Common Areas	Priority 2
Construction	Priority 2
Electrical	Priority 3
Keys/Access Cards	Priority 3
Leaks	Priority 1

2.

Capture Data

**WORK ORDERS**

Details - Tenant: LILLIBRIDGE HEALTHCARE SERVICES Status: Completed Assigned To: Mick Middleton  
Building: Medical Office Building B Floor: 1st Location: ceiling above water cooler  
Details: check source of leak and replace tile

Labor and Materials \$0.00 Service Level: Priority 3

Equipment Must Arrive By: 04/27/2012 01:07 PM

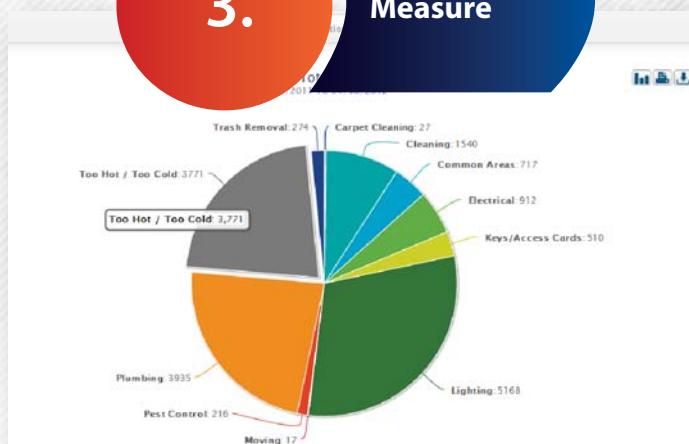
Documents (0) Must Complete By: 05/02/2012 10:07 AM

History (last activity 03/30/2012 01:50 PM)

Date/Time	Details
03/30/2012 01:50 PM	Added Labor, checked for leaks could have been from a spill on
03/30/2012 01:15 PM	Added 1.00 billable hours of labor for Mick Middleton, No Notification Sent
03/30/2012 01:15 PM	Arrived - updated via mobile device at Mar 30, 2012 01:15 PM
03/30/2012 01:15 PM	No Notifications Sent
03/30/2012 01:15 PM	Acknowledged via mobile device by Mick Middleton.
03/30/2012 01:13 PM	check source of leak and replace tile

3.

Measure



4.

Act on Escalations!



Real Estate Operations Software to Drive Performance and Impact the Bottom Line.

Building Engines | Toll Free: 866.301.5300 | Web: [www.buildingengines.com](http://www.buildingengines.com) | Email: [sales@buildingengines.com](mailto:sales@buildingengines.com)



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## Key Features

- Rich interactive dashboards with configurable data and timeline views
- Multi-level service priority definitions mapped to issue types
- Clear performance targets for various states of service delivery workflow
- Custom exception notifications and escalations by building, tenant or day
- Detailed workflow “states” (arrival, completion, etc.) on all communications so teams have a clear understanding of requirements
- Experienced configuration guidance and best practice recommendations
- Tenant satisfaction rating overlay\*
- Broker’s report for tenant meetings\*

\*Coming Soon

## Key Benefits

- Visibility into **performance trends** by service priority level, service type, portfolio, building, tenant, or person
- Crystal clear data and proof of performance
- Root-cause analysis of problems and non-compliance
- Identify potential problem areas immediately, not through annual reports and surveys
- Identify peak performers throughout a building or a portfolio
- Clear understanding and visibility for management and maintenance teams into service requirements – no more guesswork.
- Culture change from reactive to pro-active.

## Real Client Results

Operations Performance Management enabled a Building Engines’ client to fully execute on their commitment to data-driven service. Through OPM, the client now has the ability to enforce, deliver, and prove the level of service they promise tenants. They also gained the ability to efficiently monitor ongoing performance and manage by exception in real time.

**Ask to learn more!**

Without any staffing increases, our client was able to achieve, and demonstrate, a

**73%**

improvement in documented service delivery!

**Start managing performance today!**  
**Contact us to schedule a conversation.**

**Call:** (866) 301-5300

**Email:** [opm@buildingengines.com](mailto:opm@buildingengines.com)



**BuildingEngines**

Optimizing Property Performance

**Real Estate Operations Software to Drive Performance and Impact the Bottom Line.**

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