



Operations Performance Management (OPM)

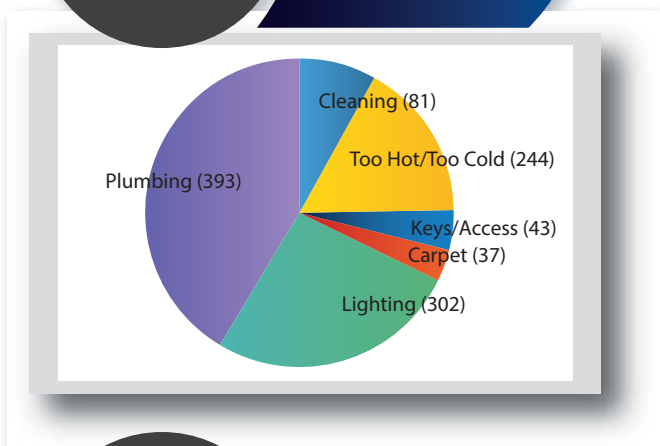
For Tenant Service Delivery Assurance

OPM is a program for optimizing tenant service through real estate technology tools and best practice guidance. It's a proven strategy that measures service delivery against benchmark targets, delivers "in-the-moment" visibility into performance, and utilizes real and current data to document and prove service delivery and tenant satisfaction.

1. Define Service Standards

▼ ★ Priority 1	▶ ⌚ Start Metric: New	End Metric: Arrived	Target: 15 minutes
	▶ ⌚ Start Metric: New	End Metric: Completed	Target: 2 hours
< click to add a new Metric >			
▼ ★ Priority 2	▶ ⌚ Start Metric: New	End Metric: Arrived	Target: 30 minutes
	▶ ⌚ Start Metric: New	End Metric: Completed	Target: 8 hours
< click to add a new Metric >			
▼ ★ Priority 3	▶ ⌚ Start Metric: New	End Metric: Arrived	Target: 1 Day
	▶ ⌚ Start Metric: New	End Metric: Completed	Target: 2 Days
< click to add a new Metric >			

2. Measure Performance



3. Act on Escalations



4. Set Your Team up for Success!

Work Orders Leaks - #129293981

Details: Tenant: MAIN STREET CORPORATION | Status: Completed | Assigned To: Sean Smith
 Building: City Financial Building | Floor: 13 | Location: ceiling above water cooler
 Notes: check source of leak and replace tile

Labor and Materials: \$23.00 **Service Level:** Priority 3

Equipment: **Must Arrive By:** 06/30 at 01:07 PM

Notes: **Must Complete By:** 07/01 at 10:07 AM

History:

Date/Time	Details
06/30 01:50 PM	Private Added labor/checked for leaks- from spill?
06/30 01:15 PM	Private Arrived- updated via mobile device: 01:15PM



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Key Benefits

- ▶ “In-the-moment” visibility into performance by priority level, service type, building, tenant, or person.
- ▶ Crystal clear data and proof of performance
- ▶ Root-cause analysis of problems and non-compliance
- ▶ No more waiting for outdated surveys to identify potential problem areas
- ▶ Ability to identify peak performers throughout the organization.
- ▶ Clear understanding and visibility for management and maintenance teams into service requirements – no more guesswork.
- ▶ Culture change from reactive to pro-active

Key Features

- ▶ Multi-level service priority definition 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
- ▶ Rich interactive dashboards with configurable data and timeline views
- ▶ Experienced configuration guidance and best practice recommendations
- ▶ Tenant satisfaction rating overlay

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.

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

73%

improvement in documented service delivery!

For a Demonstration of Building Engines’ OPM, call and ask for sales at 866.301.5300

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