

Time to Switch Property & Tenant Management Systems?

9 Ways to Know it's Time for a New System and Partner ... and How to Get Senior and Executive Management On Board.

You clearly understand the value of a building operations system and are able to evaluate the basic features and functions you need at a minimum in order to operate. But when do you know that your current solution and provider is limiting your ability to truly impact operational performance?

Here are nine triggers that signify a need to switch:

- 1.** You can't clearly identify how the current solution has helped you achieve the business goals or competitive advantage you thought it would help you realize...and haven't seen continuous improvement.
- 2.** Responsive support and training has begun to deteriorate and your provider does not pro-actively come to you with thought leadership and best practice ideas.
- 3.** You want to lead the market in the use of technology and your current system and provider is stagnant and has not noticeably evolved or demonstrated a product vision.
- 4.** You believe that you will save both time and money in the long-term by making a switch.
- 5.** You need to know where operations are succeeding and where they are lacking and your current solution can't deliver this insight.
- 6.** Integration with others systems is key to saving time and increasing productivity, but your current solution doesn't support these connections or make them easy.
- 7.** You want a voice in product direction and your current vendor is not responsive to your requests and doesn't have a formal customer engagement process or advocacy group.
- 8.** You need features and functionality that your current tool doesn't provide.
- 9.** Your team is frustrated using the tool, and you're concerned it could affect their productivity and usage.

The more these describe your current situation, the more likely that it is not the right fit. What do you do if you realize that the current solution just doesn't meet your organization's needs – or future goals?

Even though you see the benefit of investing in better technology and services, you might be afraid of the costs, data loss and time drain a change might cause. Additionally, you might be blocked by a senior executive who isn't close enough to day-to-day operations to truly understand the detrimental impact of your current system and believes that you can just make do with your current tools.

Securing Buy-In from Executive Management

So how can you convince your senior management team that the investment is a worthy one?

1. Explain the benefits of a switch *for them*.

Senior management may not care that you can manage work orders more easily or simplify inspections, but they will care if you can show them how enhanced insight can help you and them make more informed decisions.

- Show them how [Operations Performance Management and executive dashboards](#) can give them more clarity into the activities that directly impact tenant service and retention.
- Highlight the benefits that come from better reporting and the ability to analyze what's happening in a building in real-time.

2. Tie a senior executive's goals to the project.

- Is your CFO aiming to reduce costs this year? Explain the true cost of the existing system – software, people to run and maintain it, and the [cost of maintaining the status quo](#). Then show how the long-term savings enabled by a newer system will quickly outweigh the up-front costs.
- Is maintaining asset quality to attract tenants a primary objective? Outline how the new technology will help improve the long-term value of the asset or investment.

3. Get senior management involved in the decision process

If they're not involved in the evaluation and selection process, they'll be less likely to sign off on it. Invite key executives to share their questions and concerns about the switch so you can directly address objections.

- Provide them with [responses to common objections](#).
- Show them the key decision criteria they should consider when evaluating a solution with this "How to Decide" [checklist](#).

4. Share success stories.

Hearing from another company in a similar situation is one of the best ways to convince an executive that a change will deliver long-term benefits.

- Use a case study, such as the [Commerce Rapid Conversion & Deployment case study](#), to demonstrate the successes of others who have made the switch without a drain on resources.
- Encourage senior executives to talk to customer references or watch video testimonials.

By focusing the "switch" discussion around the goals and concerns of your senior management team, you are much more likely to get buy-in for the tools and new service provider you need.