

Case Study

Flagship Healthcare Properties

How Flagship Responds to Tenant Requests in One Minute with Building Engines

About Flagship Healthcare Properties

Flagship Healthcare Properties is a fully integrated commercial real estate firm managing 3.9 million square feet and 150 healthcare properties for over 460 tenants throughout the Mid-Atlantic and Southeast. The company's focus on healthcare environments has given them a strong understanding of what doctors and medical professionals expect from property management teams. Aside from providing top notch service to these tenants, Flagship also understands the value of providing a great experience for their tenants' customers - their patients.

Flagship is focused exclusively on healthcare real estate. This enables us to understand and tailor our service to this specific category. The kind of experience we strive to provide to anyone who enters our properties stems from two of our core values; being considerate and responsive," said Lauren Tucker, Facility Services Manager at Flagship. "Our team is committed to approaching others with compassion and courtesy in every interaction and when called up, to listen and act promptly."

STORY AT A GLANCE

Client

Flagship Healthcare Properties

Headquarters

Charlotte, NC

Website

flagshiphp.com

Challenge

Managing over 800 leases a year and related building data with a manual, unorganized processes.

Solution

Building Engines to streamline the management of work orders, tenant communication, and COIs.

Deployed Portfolio Size

150 buildings (3.9 million square feet).

Results

Ability to respond to tenant requests in one minute.

The Challenge

Before upgrading to Building Engines' property management software, Flagship relied on spreadsheets and individual emails to manage work orders and building communications. As both the company and tenant expectations grew more complex, this method of managing operations became inefficient and frustrating.

With rapid growth forecasted, the company knew it was unsustainable to continue with disconnected processes and a manual approach to property management.

"To provide the best service possible for our clients, we knew there had to be a more effective way of managing their requests and our communication"

Lauren Tucker, Facility Services
Manager, Flagship

The new solution had to be:





- ✓ A single system providing a central location for work orders, tenant communication and Certificates of Insurance (COI)
- ✓ An easy-to-use and intuitive software for both tenants and management teams
- ✓ A means to uncover greater insight into building operations and tenant satisfaction based on hard facts and data

The Solution

Flagship chose Building Engines to streamline the management of work orders, tenant communications, and COIs. It now serves as the backbone of their property operations as well as ensures superior service for tenants.

We could have never managed to this extent before. The Building Engines software is an integral component of our property management platform and assists us in providing the highest levels of customer service. We are now able to manage all requests in an organized manner and provide our tenants with clear, current, and accurate information,"

Results with Building Engines

	2017	% Increase	2018
 Work Order Completion Rate	94.2%	3.5%	97.7%
 Preventive Maintenance Completion Rate	85.6%	2.6%	88.2%
 Tenant Satisfaction Positive Ratings	92.1%	0.7%	92.8%
 Billable Work Orders Billable	\$590,720.17	48%	\$875,643.17

Technology Capabilities and Benefits

With Building Engines, Bradley Company has improved efficiency, gained greater visibility, standardized critical operations, improved its brand, and generated more revenue. Here's how:



1. Work order management

All service requests from tenants are entered into, and managed by Building Engines, making it easy for Flagship to effectively manage and prioritize the work their team must complete. Individual email communications are prone to human error, this comprehensive system helps eliminate that problem.

Moving to Building Engines' centralized work order management system has saved Flagship time and removed inconsistencies and mistakes, improving their tenant satisfaction. In addition, it reduced administrative tasks, allowing them to focus on more strategic initiatives.

Result

Today, the firm celebrates a 97.73% work order completion rate, up 3.5% year over year.



2. Tenant Communication

Flagship uses Building Engines to communicate important information with their clients over both email and SMS. Previously, this process was managed in spreadsheets, which the firm found to be inadequate as they continued to experience tremendous growth.

" We believe communication is critically important to fostering strong relationships with our tenants. Building Engines gives us the power to communicate with our tenants quickly and effectively"



3. Measuring Tenant Satisfaction

With a simple thumbs up / thumbs down rating system, Building Engines enables Flagship to effectively collect tenant satisfaction data after every work order. If a bad rating is submitted, the team at Flagship is notified so they can follow up to proactively address or resolve any issues.

Results

The firm maintains a current tenant satisfaction rating of 92.8% and has been able to track a noticeable increase year over year.

"Building Engines allows us to measure success by continually tracking tenantsatisfaction, not just once a year. We are now able to get feedback on our work orders and measure our service delivery times"



4. Benchmarking and escalations

Flagship set a service benchmark of responding to all requests within one minute. Notifications from Building Engines are sent to property engineers, who can respond instantly via mobile app from the field. This information is available anywhere, anytime. If a tenant request isn't acknowledged within one minute, a Flagship point of contact will receive an escalation notice that the request is still outstanding. If the request goes one hour without being acknowledged, the issue is escalated to the management team. Escalations act as a protective measure to ensure requests are promptly addressed.

"We set a standard of excellence in customer service. If we tell tenants that work will be acknowledged within one minute, we must meet those benchmarks," said Lauren. "Prior to Building Engines, we would have never been able to say we could acknowledge services requests within one minute. It simply would not have been possible with the systems we had in place at that time. Through Building Engines, we are able to provide the highest levels of service to our tenants and building owners."



5. Driving revenue through billable work orders

Almost all of the work requested by tenants at Flagship is billable. Before using Building Engines, the team was managing the billback process manually, opening the door to human error and the potential for lost revenue if a work order was tracked improperly.

Results

Flagship saw a 48% increase in the value of work orders billed in one year by using Building Engines' billing feature.



6. Managing Risk With Better Certificate of Insurance (COI) Tracking

In the past, Flagship lacked a systematic way to track expiring COIs, exposing them to potential risk if a vendor or tenant lacked current and correct insurance coverage. Furthermore, it was timeconsuming to manually track COIs as well as manually notify tenants and vendors when COIs expired.

Now that they have deployed the Building Engines COI module, they can easily

- ✓ Track which COIs are expiring and when
- ✓ Automatically notify tenants when COIs expire
- ✓ Enable tenants and vendors to upload up-to-date COIs

This saves Flagship time spent managing COIs and reduces the risk that a vendor or tenant will have a coverage gap and/or an outdated COI.





7. Reporting and Insights

Prior to Building Engines, Flagship had limited visibility into their operations and team performance. Now reports are available instantly. These reports help answer questions such as:

- ✓ What is the breakdown of work orders by work type?
- ✓ Which work orders have the highest priorities?
- ✓ Which COIs are expiring this month?
- ✓ Which tenants are unhappy and need more attention from property management?
- ✓ Are teams hitting set performance targets? If not, which properties aren't hitting targets?

Management can spot problems early and find solutions before they impact tenant satisfaction.

"Building Engines provides us direct visibility into our performance. We can use the information gathered to make more informed, data-backed decisions," said Lauren. "We've never been able to manage our properties as proactively as we do now."

Conclusion

The tenant experience and customer satisfaction are critically important to Flagship.

Building Engines has helped us to continue to provide the extraordinary experience we are committed to delivering to our tenants," said Lauren. "Their solution has become a significant facet in supporting our operations and will be essential as we continue to grow.

About Building Engines

Building Engines improves net operating income across the world's most successful commercial real estate (CRE) portfolios. Our customers increase revenue, deliver the best occupant experience, and reduce operating costs with Prism – the industry's most innovative and powerful building operations platform. Today, more than 850 customers—including Beacon Capital Partners, Cushman & Wakefield, and SL Green—rely on Building Engines to manage critical operational needs across more than three billion square feet and 30,000 properties worldwide.

Exceptional Building Operations. Extraordinary Business Outcomes.



ADDRESS

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