

Case Study

From Yardi to Building Engines:

How Bradley Company Standardizes Critical Operations and Efficiency

About Bradley Company

Bradley Company provides innovative services for their clients in the commercial real estate industry. One of the company's missions is to help their clients preserve the long-term physical and economic value of their properties, while providing value-added services that help their clients generate more revenue. Bradley Company prides itself on helping commercial property owners provide clean and safe buildings that tenants are proud to work in.



STORY AT A GLANCE

Client

Bradley Company

Headquarters

South Bend, IN

Website

bradleyco.com

Challenge

The functionality of their system could not support their operations portfolio wide, threatening the level of service they deliver to their tenants.

Solution

Building Engines property management software to manage their operations and keep their tenants happy.

Deployed Portfolio Size

150 buildings (8 million square feet) across Indiana and West Michigan.

Results

Improved efficiency, greater visibility across the portfolio, standardization of critical operations, improved brand, and more revenue generated.

The Challenge

Prior to Building Engines, Bradley Company tried various property management solutions, including Yardi's Advanced Maintenance platform.

As the company added more and more of its portfolio to Yardi's Advanced Maintenance system the property management team at Bradley Company began to realize the shortcomings of the solution. They came to learn that Yardi's limited functionality could not support complex operations portfolio-wide, threatening the level of service the company prided itself on providing.

“Yardi’s maintenance solution was a mish mash that felt disconnected and siloed. It wasn’t a true or complete property management solution that we could fully utilize in the way we wanted and needed.”

Jamie Ruiz, Bradley Company
Vice President of Asset Services

The Solution

Once the team realized their performance and service delivery was at risk with Advanced Maintenance in place, they went back to the drawing board. While evaluating their options, they defined the goals they needed to achieve with a new property management solution:

1. Improve efficiency across the portfolio with the ability to complete tasks more quickly
2. Communicate more effectively with tenants so they always know what is happening in their buildings
3. Streamline workflows to enable faster follow up and enhanced tenant service

Bradley Company knew from previous experience with the platform that Building Engines could deliver robust capabilities on a complete platform to manage their operations and keep their tenants happy.



The Results

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. Improved efficiency across the team

Because Building Engines provides a range of modules designed to manage all critical property operations, Bradley Company's team could work from one platform more efficiently. They also gained speed from Building Engines' easy-to-use user interface.

"Everything is faster to complete with Building Engines, for sure. There aren't as many boxes to click or fields to fill out than there were with Yardi," explained Jamie.



2. Gained greater visibility into tenant service and communication

With Building Engines, the management team at Bradley Company can easily see everything happening with their team and tenants at any given time. They always have a pulse on which work orders are complete, for example, which are stalled, and which have outstanding complaints from tenants associated.

"Property analytics and reporting are much more robust with Building Engines. Now we always have a pulse on tenant satisfaction and operations across the portfolio," explained Jamie.

Like never before, the team has a clear understanding into how happy their tenants are with management, allowing them to get ahead of potential problems in service delivery.



3. Standardized Preventive Maintenance

Prior to Building Engines, Bradley Company's preventive maintenance program was not as effective as they wanted it to be.

"Yardi's maintenance was sub-par. We needed Building Engines to be able to run our properties more proactively," said Jamie.

Proactive maintenance of building equipment is essential to extending the life cycle of Bradley Company's equipment, reducing costs and optimizing staff productivity.



4. Enhanced branding

For Bradley Company, the comprehensive platform provided by Building Engines became a competitive advantage in the battle to win new tenants.

"Building Engines is a big selling point to new clients. We pitch it as a 'best in breed' platform that will ensure anything tenants need will get done as efficiently as possible," said Jamie.



5. Recovered more revenue from billable work

Managing billable work in Yardi was time-consuming. According to users, there were complex steps required and too many layers to build into a workflow. With Building Engines, Bradley Company has been able to simplify its tenant bill back processes, uncover more billable work, and generate more revenue.

Conclusion

"There were a lot of workarounds in Yardi, it felt like fitting a square peg in a round hole. At the end of the day we needed a solution that would better support our property management objectives and help us achieve our goals in tenant satisfaction, performance, and service delivery. Building Engines was that solution," said Jamie.



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

Building Engines HQ
33 Arch Street, 32nd Floor
Boston, MA 02110