



## Property Management Software for Best of Breed Building Operations

Demanding tenants who want better employee experiences in your buildings. Overwhelmed staff who are focused on firefighting than on advancing the business. The new world of property operations is becoming more challenging. But it doesn't have to be.

### Introducing Prism by Building Engines

Prism by Building Engines™ is the most modern property operations platform that will help you to drive better tenant service, control the chaos, and help engineers respond faster.

- ▶ **Deliver excellent tenant and occupant service** to transform your building into an employee magnet.
- ▶ **Control the chaos** by helping your team focus on what's most important, while monitoring what's happening across the portfolio.
- ▶ **Help engineers to respond faster to tenant requests** and get more work done no matter where they are.

Prism is the intelligent property operations platform you need to ensure the success of your entire team as you grow and scale your business.



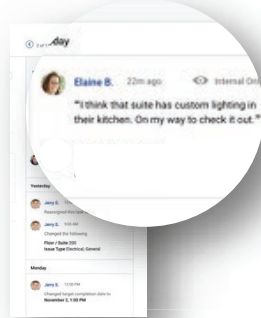
# ENGAGE THE TEAM IN A CONVERASTION

Unlike rigid, outdated systems, Prism enables everyone to engage in natural collaborative conversations so each of your team-members and occupants can excel at their job.



## Natural dialog

Prism provides a simple experience for tenants using conversational messaging that they prefer.



## Message feed

The message feed combines time-stamped status changes and comments between tenants, property management team, and vendors – so everyone on your team can see what's happening on a work order.



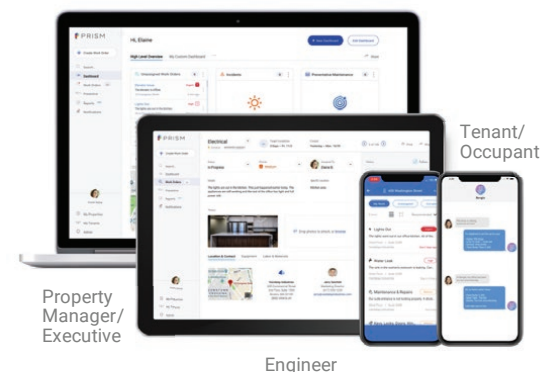
## Connecting teams

Easily connect everyone that needs to work together collaboratively. Break down silos. Avoid surprises. And communicate easily to your team and tenants.

# DESIGNED FOR EACH USER

Prism's user-specific experiences are designed to help everyone on your team – and your tenants' team – to perform better.

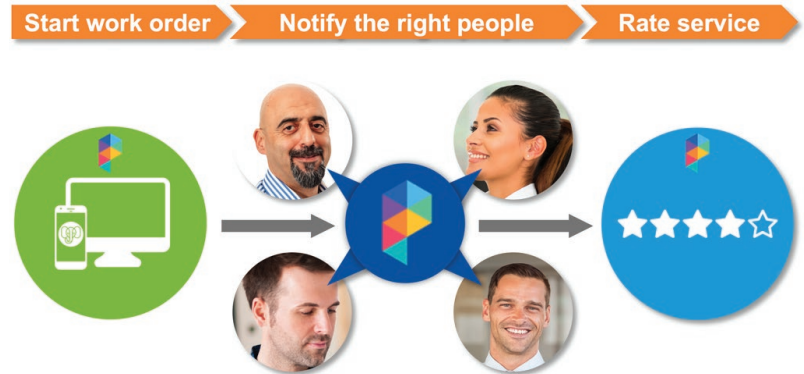
- ▶ **Optimized for each role in your buildings** – Prism provides specific experiences for every end user based on specific use cases:
  - Property managers and executives get a web app so they can easy access more data and keep tabs on everything – without getting overwhelmed.
  - Engineers get a robust mobile app that works wherever they go and minimizes clicks so they can safely focus on their work.
  - Tenants and occupants get a user-friendly messaging experience through multiple channels, including desktop and mobile.
- ▶ **Tailored views** – we know that each user and each situation is unique, so Prism includes tailored views for selected features.



# EXCEPTIONAL TENANT SERVICE

Prism helps you deliver exceptional service using the familiar channels your tenants want most:

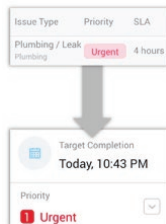
- ▶ **Avoid “mobile app fatigue”** – Research has shown growing resistance to downloading mobile apps – while text-based messaging has grown. Instead of relying on a tenant mobile app, Prism provides a familiar messaging interface through our automated chatbot, Bengie.
- ▶ **All-in-one system** – Prism provides a continuous loop from front-end tenant engagement, to service request fulfillment, to easy tenant feedback so your team can learn and improve from each experience, instead of waiting for annual surveys.



# CONTROL THE CHAOS

Property operations is challenging. Prism enables property managers and executives to:

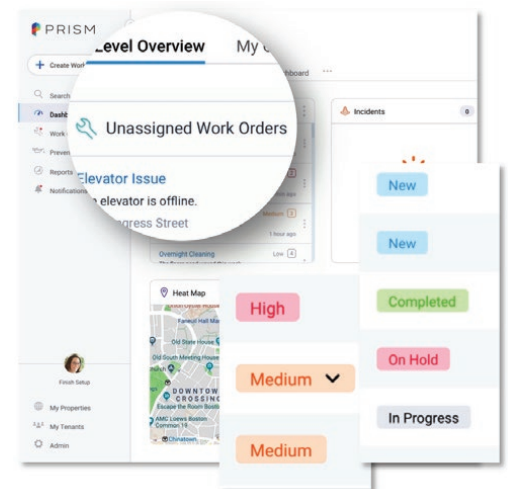
- ▶ **Focus on what's most important** with the dashboard, visual cues, and other reminders.
- ▶ **Manage by exception** – instead of sifting through data, the dashboard easily shows just what you need to know, where to take action, or a heads up on the most important issues. And it keeps your team accountable for meeting due dates, tenant expectations and more.
- ▶ **Manage tenant expectations** – Configure priority per issue type, which automatically sets target completion time.
- ▶ **Follow what you want** – For example, you can follow a work order for an important tenant that's up for renewal.



Service levels help you manage tenant expectations



Follow important work orders

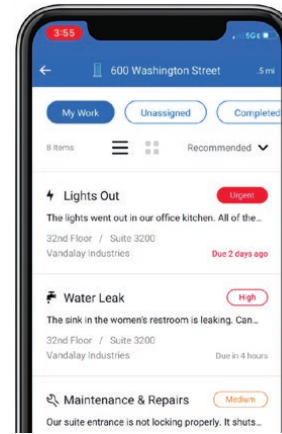


Quickly focus on what's most important

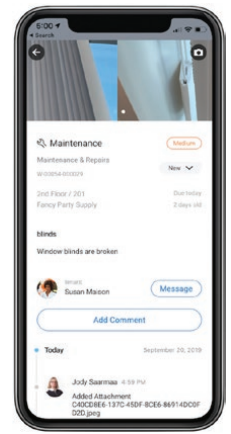
# HELP ENGINEERS RESPOND FASTER

The Prism mobile engineer app enables your team to:

- ▶ Work no matter where they are – never worry about losing data when offline or in poor service areas.
- ▶ Complete work faster – engineers can quickly see what they need to do and mark a task as complete with fewer clicks than ever. .
- ▶ Automatically prioritize work so engineers know exactly what they should be working on, first.
- ▶ See visual cues with a multi-photo carousel within each work order.



Intuitive – fewer clicks



Multi-photo carousel

## MODERN, OPEN AND CONNECTED

It's time to step away from old legacy technologies designed for a different era. Your operations are expanding. So, you need a platform that will scale as you grow and adapt to your changing business needs.

Prism has been designed using an ultra-scalable architecture that can support and connect thousands of your buildings and users, with complex relationships across continent and languages. And it's all based on Building Engines' 20-year experience helping some of the most demanding companies in commercial real estate to thrive and grow.

### Prism's Open API

With over 4,200 CRE solutions on the market today, you don't just need a platform to manage your operations. You need a platform that connects your operations so you can see more, do more, and respond quickly to change by plugging in new applications.

Prism's open API is documented so you will be able to connect the applications you use today and add new applications in the future as the need arises.



## Enterprise-grade

If you're going to deploy a technology across your enterprise, it needs to check a lot of important boxes. That's why Prism supports key security and regulatory requirements including:

- ▶ SSO (Single sign on) – so you can connect different systems
- ▶ SOC II – Ensure the safety of your data
- ▶ Security – Encryption, intrusion detection, real-time monitoring
- ▶ GDPR – Comply with regulations for user data
- ▶ ADA compliance – So all of your employees and vendors can use the same system

## Designed for Migration

Prism is designed to speed and ease the migration process. Special tools will help you transfer your data to Prism with less spin. And our white-glove team will help manage the migration for you.

## Prism - The Complete Solution for Best in Breed Property Operations

Property Operations	Work Order Management
	Preventive Maintenance
Operational Risk Management	Insurance
	Managed Insurance
Tenant/Occupant Experience	Bengie Tenant Chatbot
	Tenant Web interface
	Tenant Satisfaction
	Building Communications
Analytics	Dashboard
	Reporting



## About Building Engines

Building Engines provides an operations platform designed for modern commercial real estate organizations to connect and align people, processes, and activities. Our property management tools transform activity into building operations intelligence so that CRE professionals can control their changing work environment with confidence, improve building operations performance, and increase asset value.

Building Engines clients include many of the top public REITs, private owner-managers, and third-party management firms operating over 2 billion square feet of multi-tenant commercial office, medical office, retail, and industrial properties in the United States and Canada.

Building Engines products enable companies to:

- ▶ Provide outstanding tenant service
- ▶ Mitigate operational risk
- ▶ Maintain assets
- ▶ Make better, data-driven decisions
- ▶ Improve operational efficiency



PRISM  
by Building Engines™



## Intelligent Building Operations