

Guide

5-minute Guide to Preventive Maintenance



Performing timely, routine repairs can...¹

- ✓ Help to circumvent costly large-scale repairs.
- ✓ Increase equipment uptime and availability by 10–20%
- ✓ Reduce overall maintenance costs by 5–10%



¹<https://www2.deloitte.com/us/en/insights/focus/industry-4-0/using-predictive-technologies-for-asset-maintenance.html>

Introduction

Preventive Maintenance is a systematic approach to building operations that requires inspecting equipment regularly, noticing small issues, and fixing them before they turn into major problems. Having a standardized preventive maintenance plan in place is crucial to extending the lifespan of your equipment and to preserving the value of your property as a whole. By performing standard, regular repairs, you can also create a safer, more productive work environment for your staff and tenants.

Without such a plan in place, property teams are constantly one step behind, waiting for important assets to break down instead of planning proactively and keeping them running longer. To keep properties operating efficiently, management teams need to shift their focus, from repairing assets (reactive maintenance) to extending the life of their assets (preventive maintenance).



Measuring the Value of Preventive Maintenance

When considering a preventive maintenance software solution, many property management teams question if the cost is justifiable. Before making a decision, consider how standardized preventive maintenance may help you cut costs in unexpected areas of your budget.

Standardized preventive maintenance leads to:

- ✓ Longer lifespans of your important equipment (by up to 10x.)
- ✓ Reduced team member overtime costs
- ✓ More economical use of maintenance workers, as they work on a scheduled basis instead of an emergency basis
- ✓ Less equipment “downtime”
- ✓ Fewer major repairs



"CRE companies should reimagine tenant experience by weaving technology throughout the tenant life cycle. This can help strengthen tenant stickiness and therefore valuations."

— 2019 Commercial Real Estate Outlook: Agility is key to winning in the digital era, Deloitte Center for Financial Services .

The Tenant Impact

Tenant expectations for their spaces have never been higher. Unfortunately, it only takes one negative experience for them to start considering a move to a new building. Implementing a solid preventive maintenance plan is just one additional step you can take to prevent tenant turnover.

In the increasingly competitive CRE space, tenants take it for granted that their building's core equipment will be in good working order. With a robust preventive maintenance plan in place, you can prevent larger-scale equipment breakdowns, such as emergency generators or boilers, that would impact tenant satisfaction.

If equipment breakdown can't be avoided, it's vital that you deliver fast resolutions to tenant maintenance needs, without them having to chase down members of your management team.

To do so, your preventive maintenance solution needs to provide frequent updates on engineers' progress and estimated time to resolution to keep them satisfied.



Are you ready to start preserving the value of your assets?

Follow these six steps to standardize preventive maintenance across your portfolio:

Six Steps to Standardize Preventive Maintenance:

- ✓ Set a Consistent Task Schedule
- ✓ Track Issues
- ✓ Consolidate Equipment Information and History
- ✓ Mobilize your Team
- ✓ Monitor Performance
- ✓ Integrate with other Systems



Set a Consistent Task Schedule

Find a platform that streamlines scheduling and automatically assigns maintenance for every piece of equipment within an asset class, all from one screen. By setting and customizing maintenance schedules, you can see at a glance when equipment is overdue for maintenance or when engineers have too much work on their plates. For less experienced staff members, add instructions to accompany each task to keep every member of your team performing their best.



Track Issues

For your preventive maintenance plan to be successful, you need a solution that provides full visibility into every task. Find a solution that enables comprehensive issue tracking and gives engineers the ability to add PDFs and Word files to each issue for enhanced visibility and communication.

You and your team can leverage this information to keep tenants up to date on progress so they know when to expect results.

“There may be constant pressure and temptation for businesses to upgrade to new equipment instead of better maintaining the equipment they already have. But new equipment comes with the risk of all sorts of unanticipated problems that could actually curtail productivity by directing time and money into a never ending pursuit of attaining the latest and greatest, without establishing a truly reliable workflow.”

– Ryan Chan, Forbes



Consolidate Equipment Information and Service History

To truly understand their portfolios, property managers need access to each piece of equipment's complete service history, including all preventive maintenance tasks and work orders administered. Find a solution that stores this data in one streamlined view, with the option to include PDFs and Word documents to tell the asset's complete story.

This insight will help you to set ongoing maintenance schedules and correct recurring maintenance issues before they become bigger problems down the road.



Mobilize your Team

Keeping your property up and running requires you and your team to be on the move constantly. Chances are, you've happened across equipment that needs maintenance when passing by on the way to another task or meeting. Rather than rushing back to your office to start the paperwork, you need to be able to initiate preventive maintenance requests and work orders from anywhere. Find a solution that allows you to initiate and track tasks on the go, even in areas of poor reception.

Engineers in particular can't work efficiently when chained to desks and PCs. As they move through different parts of the property (including no-service areas like basements and crawlspaces), they need access to their assignments to keep their work moving along. The right preventive maintenance solution will preload engineer assignments, and time-stamp and store completed work securely until the device is back online.

This advanced level of mobility will cut down on "desk time" spent doing paperwork after jobs are complete, keeping your engineers happy and giving tenants a faster time to resolution.



“Luxurious (and costly) amenities may resonate when occupiers are flush with cash, but during times of financial uncertainty, it is crucial not to neglect basic functional needs. Fulfilling those needs with minimal friction will place a building in the best position to retain occupants...”

— Tim Curran, CEO, Building Engines

Monitor Performance

Tap into detailed service history and reports to track recurring tasks, as well as the planned vs. unplanned maintenance on each piece of equipment. Know immediately how your equipment and your team members are performing, rather than relying on secondhand reports from the field. By defining acceptable performance meters and performing regular meter readings to monitor each piece of equipment's health, you'll have advance notice when a piece of equipment is nearing the end of its life.

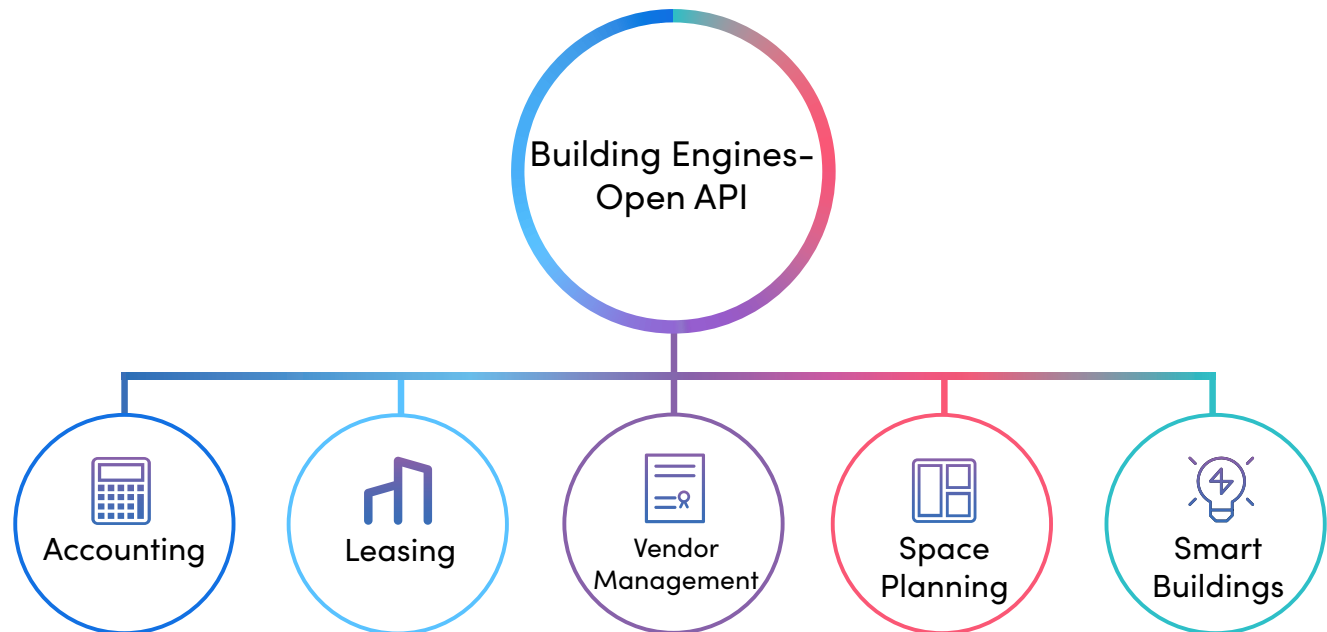
Leverage these insights to inform future equipment buying decisions if a piece of equipment is performing better or worse than expected, and have the data on hand to justify replacement costs and purchases to your property's owners and asset managers.

Watch the Preventive Maintenance Video



Integrate with other Systems

To achieve full portfolio visibility, choose a platform with an open API that is able to seamlessly integrate your equipment data with third-party and in-house systems, including those for accounting, leasing, vendor management, space planning, and smart building technologies.



Conclusion

Building Engines is here to help you increase your team's efficiency and deliver a better experience to your tenants in an increasingly competitive CRE market. As property managers are being asked to operate with leaner budgets than ever before, Prism Preventive Maintenance has the functionality you need to save money by extending the lives of your most valuable assets.

With Prism Preventive Maintenance, you can automatically assign maintenance tasks and easily track service and repairs to keep your equipment running for longer. Our software provides the ideal combination of ease-of-use and power, letting you benefit from streamlined workflows and reduced administrative burdens that keep engineers from focusing on the jobs at hand.



Get Started Today

Could your assets benefit from standardized Preventive Maintenance?

[Schedule a demo](#) of Prism Preventive Maintenance today.

About Building Engines

For over 15 years, Building Engines has delivered on its mission to help customers improve NOI, increase revenue, reduce operating expenses and deliver greater tenant satisfaction. Building Engines is trusted by hundreds of commercial real estate organizations who manage billions of square feet. With our latest release, Prism, Building Engines is reaching a new level of building operations innovation. Prism comes equipped to help you exceed today's goals while preparing you and your team to meet the challenges of tomorrow.

Exceptional Building Operations. Extraordinary Business Outcomes.



ADDRESS

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