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Common Problems with Work Order Systems for Commercial Real Estate

Your team needs an efficient work order management system to keep your property running and your tenants satisfied. However, many property teams still rely on manual work order processes or outdated legacy platforms that cause the same problems over and over.

Read on for five common work order-related problems that many property teams encounter, and learn how a modern building operations platform can help.

Problem #1:

Your tenants can't request work orders easily.

Tenants have to chase you down to make requests by calling or emailing your office. Or, they have to download a clunky mobile app to communicate with you. Some tenants leave for a property that can deliver better results.



With a modern building operations platform:

Tenants can reach your team via the channels they prefer, (SMS text, email, and Slack). Your team has a clear record of tenant communications, and can respond to tenants and update them on pending requests quickly.

Problem #2:

Unforeseen delays prevent your team from meeting SLAs.

You aren't aware of SLAs that are about to be missed. If one engineer gets delayed on a job, he can't get to other work orders on his task schedule. This leads to additional delays and your team falls short on SLAs.



With a modern building operations platform:

You can manage by exception, so you know quickly when tasks need your attention or when your engineers are delayed. Then, you can reassign or redirect service calls to other members of the team to keep SLAs in check.

Problem #3:

Your engineers are bogged down with administrative tasks.

Your engineers are always on the move. They log their work when they return to their computers at the end of the day, leading to errors when they forget to log work or expenses. They can't adapt to schedule changes on the go, keeping them from meeting SLAs.



With a modern building operations platform:

Engineers can work from anywhere using a mobile solution, even in poor service areas, so they don't need to log work after hours. They'll also have access to the latest information when they're on the move to help them stay on target.

Problem #4:

Revenue from work orders slips through the cracks.

Your engineer is working onsite when flagged down by a tenant with a request. Since this work was unscheduled, your engineer forgets to log the job. Using an outdated solution, this work and the materials used don't appear in your billables. You lose revenue.



With a modern building operations platform:

Your software tracks all work performed and materials used, so that teams can charge back for all services and capture all available revenue. Your team notices a positive impact on your NOI.

Problem #5:

You have no way to collect tenant feedback regularly.

Your manual process or legacy platform makes it difficult to collect tenant feedback. You wait for annual surveys when it's already too late to resolve the issues that upset tenants. Some end their leases and you're left scrambling to fill the space.



With a modern building operations platform:

Your solution lets you collect real-time tenant feedback on a continuous loop. After every work order, tenants can rate your team's work. You know which tenants might be considering a move, helping you to be proactive in mitigating vacancies.

Bring order to chaos with an optimized work order solution

Using a manual work order process or legacy software solution, problems like these will prevent your team from meeting SLAs, and lead to unhappy tenants and neglected equipment. Prism Work Order Management lets property teams assign, track and complete work orders efficiently. The solution comes with mobile capabilities that lessen the administrative burdens on engineers so they can focus on completing jobs. Even as unexpected work orders pop up, teams can stay on the same page and on track to deliver fast, thorough resolutions.

[Watch our on-demand webinar:](#) Introducing Prism: Optimize Work Orders.