

CRE Tech Guide

7 Reasons to Mobile-Enable Your Engineers Right Now

Introduction

When it comes to keeping your building in top shape and delivering a best-in class service experience to tenants, your engineers are on the front lines.

But they can't work efficiently (and cost effectively!) if they spend time running back and forth to their desks to log work, communicate with tenants and check for updates.

To put your engineers in a position to delight tenants and adhere to SLAs, they need a building operations solution that can go wherever they do. And now that CRE workforces are increasingly dispersed, **mobile access is a must-have** to keep your team on the same page and on track to meet performance goals.

Read on to learn how the right mobile app can maximize your engineering team's efficiency fast.

Ready to skip to a demo?

[Take a tour](#) of our Prism Mobile app for Property Management.





Streamline Slow Workflows

Your engineers spend much of their time moving throughout your buildings, including through areas with poor service.

But their schedules are thrown off when they need to spend time going back to their desks to check for task updates, communicate with teammates and tenants, and log billables. This slows them down and keeps tenants waiting longer for resolutions (which can escalate to tenant turnover).

Utilizing a mobile app for building operations can streamline this and other slow engineering workflows. For example, with [Prism Mobile](#), your engineers can get real-time task updates and log hours worked and materials used from anywhere in your building. They can also send tenants work order status updates from their mobile devices to manage their expectations.

In addition, the right mobile app can help engineers avoid wasting time switching between different windows and views. Instead, they have what they need clearly displayed on their mobile devices and can filter their views by task or location, ensuring every team member can work the way they like.



Benefits of Mobile Building Operations Software for Engineers

- ✓ Increase efficiency to get work done faster
- ✓ Gain visibility into performance to ensure goals are met
- ✓ Get ahead of problems with reporting and preventive maintenance
- ✓ Provide better service to increase tenant satisfaction

Easily Access Service History

To keep your most important equipment running longer, your engineers need to know each asset's full story.

But finding each asset's service history can be time-consuming, particularly since engineering teams can be moved around and equipment can have different servicers over time. To see what service was done (or wasn't done) engineers often have to sort through paper and localized computer files. And, if the work isn't properly recorded, your engineers might be forced to go in to a task blind.

A mobile app for building operations should make it easy to find and record relevant asset information at the point of service. Leveraging digitized asset data from anywhere saves engineers time and ensures that no tasks are missed.



"At least 95% of our work orders are submitted online with Building Engines. The online system offers an expedient way for our customers to add the appropriate information, allowing us to better understand the issue and provide quick solutions. They note that the system is convenient and super easy to use."

[See how](#) Highwoods Properties improved their work order management with Prism by Building Engines.

Provide Task Checklists

You likely have a set procedure your engineers need to follow when they respond to work orders, perform preventive maintenance and conduct inspections. Unfortunately, having defined procedures doesn't guarantee that engineers will follow them.

Remembering each step can be difficult when engineers have so much to do each day. And keeping track of printouts of your procedures can be just as challenging.

Make sure your engineers aren't skipping any steps. With the right mobile app for building operations, your engineers can quickly pull up the steps for any project they're working on right from their phones. You can also require them to check off each step before proceeding on. That way, you'll know all work is completed to your standards.



3 Ways to Improve Work Order Response Time

1. Create service benchmarks so your team knows how quickly they need to respond
2. Prioritize work orders to address the most urgent ones first
3. Increase visibility to reassign work from overworked engineers

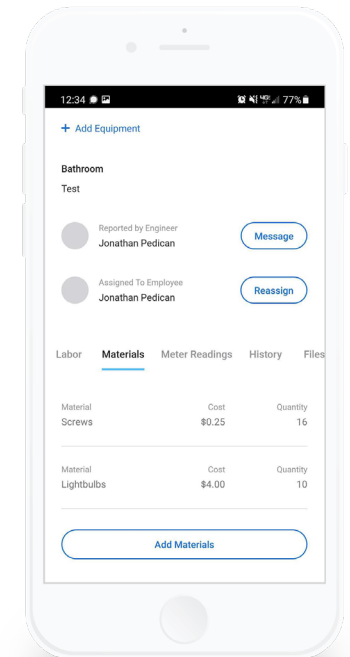
Capture All Billables

The services your team performs can add a substantial chunk to your revenue. But too many teams rely on outdated processes that cause revenue to slip through their hands.

Engineers need to record all materials used and hours worked for each service they perform. But they often rely on handwritten notes or their memories to record work when they return to their desks at the end of the day. This can lead to forgotten or unreported work and materials. The result? Your revenue takes a hit.

This is another example where mobile-enabling your engineers can make a big impact.

For example, with Building Engines' [Prism Mobile](#) app, it's easy for your engineers to track work and materials at the point of service. They can log everything directly into the software from their mobile devices and automatically upload information to the cloud for you to access and bill tenants accordingly.





“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

Increase Performance Visibility

To maintain high service levels, you need full visibility into each team member’s performance.

However, with engineers spread out across your building or portfolio, it can be impossible to know who’s staying on track and who’s underperforming.

Rather than relying on secondhand reports from the field, one of the easiest ways to increase performance visibility is with mobile building operations software. With the right app, you can see all tasks that need to get done, how each engineer is performing, and whether you’re meeting SLAs. This way you can reassign work from engineers with too much on their plates, and resolve bottlenecks fast before they affect tenants.

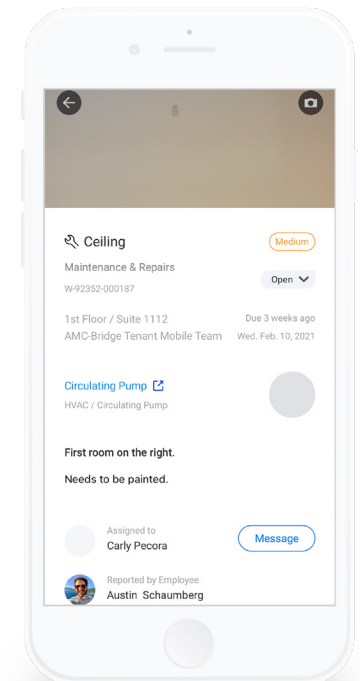
Save Time on Tenant Communications

When requesting work orders, tenants typically go through your property management team, who will then send the details along to engineers. This “grapevine” process can cause your engineers to miss important task updates and confirmations, not to mention the unnecessary burdens placed on your office staff. And when engineers need follow-up details to complete a task, the process takes even longer, leading to frustrated tenants.

Eliminate the middleman by allowing engineers to communicate with tenants directly through your building operations platform.

The right platform will store all request details in one place, where engineers can contact tenants to share updates, set expectations and request additional information. Empowering engineers to contact tenants in the manner they prefer (mobile device), saves your team time and keeps work speeding along.

Now for the cherry on top: Your cost per tenant request will drop significantly now that you can reduce administrative hours spent handling tenant communications.





Shield Your Building from Risk

See how one simple mistake can cost your CRE property millions.

[View our infographic](#)

Keep Your Engineers Safe and Protect Your Building from Risk

Even for the most skilled engineers, the job comes with its share of risks.

Dealing with live wires, falls, dangerous chemicals and other hazards is simply part of the daily routine.

Could you be doing more to keep them safe?

If your engineers get injured, tenant service will suffer due to a lack of available engineers. And, you might be slapped with a costly injury-related lawsuit—which in severe cases, could cost your property millions.

To help avoid injuries and mitigate risks, you can build in safeguard reminders via your mobile app. As your engineers work, the Prism Mobile application can remind them to take necessary precautions (like turning off power before disconnecting a wire), before letting them proceed.

That way, engineers are less likely to do work without taking the proper precautions. This decreases the risk of injury and associated problems. So, you can keep your engineers safe – while keeping your risks low.

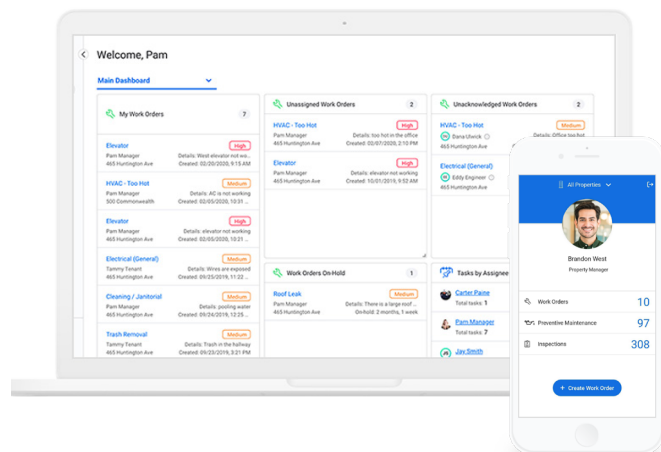
Conclusion

You engineers can't work efficiently (and help you meet your performance goals!) when they waste time going between the office and their work to access service history, check for updates and log billables.

The easiest solution is to choose a modern building operations platform with the right mobile capabilities. Armed with the right software, your engineers can get work done faster, reduce administrative costs and get results to tenants sooner.

If you're looking for building operations software that maximizes the efficiency of your engineering team, [Prism Mobile](#) for Property Management could be the answer. With this powerful mobile application, engineers have the information they need at their fingertips, along with a complete digitized view of tasks and assets.

The app also provides accurate accounting of materials by recording this information at the point of service, versus forcing engineers to remember work performed retroactively. This ensures that no revenue opportunities are missed.



[Request a demo](#) to see how Prism Mobile can help you maximize your engineering team's efficiency.

About Building Engines

For over 20 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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