# BuildingEngines

# Embracing automation: Achieving excellence in COI tracking across 5 properties

## GI Partners

| Size | 330,000 sq. ft. across five buildings |
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GI Partners owns three Life Science campuses comprised of five buildings, totaling approximately 330,000 square feet. The properties, located in South San Francisco and San Carlos, house nine tenants primarily focused on biotechnology. The portfolio is managed by a five-member remote team, with only one member onsite daily.

The South San Francisco properties, built in the 2001-2002 period, and the San Carlos properties, built in 1987 with major renovations taking place in 2016, are approximately 84% leased with most tenants adopting hybrid schedules for office staff. However, scientists and lab personnel are onsite daily.

### ⓘ The challenge

With so many buildings to manage – and with a remote team – the portfolio's general manager knew he needed a robust technology solution to help manage the properties. This was especially true for certificate of insurance (COI) tracking, with a total of 150 tenants and vendors across the portfolio.

"On different assignments that did not have Prism implemented, I used spreadsheets with conditional formatting to signify if a COI was compliant or expired," the GM says.

### 💡 The solution

The property management team knew that manually tracking COIs via an Excel file wouldn't cut it as they stepped into manage the five-building portfolio. That's when they turned to Prism by Building Engines.

"Since we are primarily remote management, Prism is a great resource for ensuring we're all on the same page," the GM says. "Often, our tenants ask us for vendors approved to work in the building. COI information can be made visible to tenants which is a great benefit of the module."

Without Prism, he says that the team would still be using an Excel spreadsheet to track COIs – something he refers to as the "most basic" form of tracking. "It's nice to have an automated system," he says.

### 🏅 Bringing it to life

Automation of COI tracking has been especially useful for the property management team as the corporation has updated its compliance excellence program with new requirements and COI audit process.

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"We're able to use Prism to track tenant and vendor COIs," the GM says. "We're able to pull reports and see where we're at during any given moment. And we can easily follow up with tenants and vendors."

Prism's COI tracking software has saved the property management time, the GM adds. "We just enter all the information from the COI, and Prism tells us whether it's compliant or not," he says. "In terms of the COI audit process, we can pull reports and see everything on the insurance dashboard. That saves us time, because it would be hard to format an Excel spreadsheet to tell us that same information. That could take weeks."

Not only that, but the GM says Prism has allowed the property management team to focus on other important tasks. "We can focus on things like tenant relations and not get bogged down having to review COIs," he says.

The Building Engines team also continues to add even more power to its COI tracking capabilities. Using the platform's API-first infrastructure, Prism will soon integrate with other platforms such as Jones, something that excites the GM, as he has previous experience with the technology.

"With Jones, it makes it even easier. We can ask the vendor or tenant to submit their COI to the Jones email. Jones reviews it, gets back to us with exceptions to make, then Jones reaches back out to the vendor," he explains. "It streamlines the process for our team and allows us more time to focus on other things."

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