



A digital leap

Transpacific Realty Advisors revamps operations with Prism

Managing 265 buildings spread across diverse categories like retail, industrial, office, and residential units is no small task for Vancouver-based Transpacific Realty Advisors. The property management company, which counts 8 million sq. ft. of space in its portfolio, needed a streamlined solution for its 12-member property management team, who each manage between nine and 25 buildings.

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Transpacific Realty Advisors / Case study Vancouver, B.C.

Size 8 million sq. ft.



! The challenge

The team, previous users of Building Engines' Classic product, knew it was time to take their operations to the next level. That's when they turned back to the trusted team at Building Engines to implement its newest platform, Prism. Tsaiyun Chuang, Property Manager at Transpacific Realty Advisors, was a fan of Building Engines. She was on the team when the technology was first implemented, migrating all paper operations to digital.

"It was very messy before tech tools," Chuang says. "When I first started nine years ago, it was paper. Everything was paper. Reports in paper. Invoices in paper. Everything we did was stacks of paper. And then you need to manually sort things. It was mission impossible. It required a lot of manual work."

Now, the team is focused on elevating its operations to attract sophisticated clients who value analytics and building operating trends. "Prism is a powerful property management platform to assist in managing the incoming requests from the tenants, and generates insightful reports to help our management team embrace our company philosophy, providing peace of mind for our clients," Chuang says.

💡 The solution

The transition to Prism from the Classic solution started two months ago. The implementation process has been smooth, largely because of Prism's intuitive platform, according to Chuang. "We explored everything, tested how to use the platform ourselves. We really like it," she adds.

The team's mobile staff loves the Prism app so that they can work on the go. "It just makes a huge difference when there are less buttons to click. It works better for busy people on the road," Chuang says. "For a lot of people who aren't tech savvy, the less buttons the easier to use because it's intuitive for them."

With the Prism app, her team is able to even work offline, ensuring no work is lost even if there is no internet access. "They are able to start a task and upload a picture even though they are in basements without network connection. When they kick back online, the app pushes all their data into the work order or inspection," she says. "It prevents any information from being lost."

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If we didn't have tools to help us, work would be impossible. The reason why we are able to do the things we can is because we have a strong team of people and the assistance of tools like Prism.

Bringing it to life

Prism has lent a considerable edge to Transpacific Realty Advisors. Its robust insurance module gives them a solid foundation for managing COIs. “The new insurance module’s interface is good. It’s easy for tenants to upload their information,” Chuang says.

She says that tenants and vendors alike comment on the ease of usability for the user interface. “It’s so much easier to navigate and also aesthetically pleasing,” Chuang says.

She says the interface is a game-changer compared to similar CRE software in the market because Prism has a highly customizable dashboard which enables the team to capture the most important aspects of activities in their portfolio. Additionally, Prism has enhanced the tenant service coordinator team on a different level. Chuang says that transformation all started with the simplicity of creating work orders from the tenants and keeping all parties connected. Internal team members and vendors can acknowledge and provide comments on work orders in real time.

“It levels up tenant satisfaction and provides an expectation for the timeframe of a request being carried out,” Chuang says.

But Prism’s impact isn’t just on operational efficiency; it’s helping the firm compete at a higher level, according to Chuang. “Switching from paper to Classic, now to Prism, the sole reason we are using tech is that some clients were looking for smaller corporation-style companies. Using Prism allows us better leverage with clients,” she says.

And Transpacific Realty Advisors’ journey with Prism is just taking off. The team is also considering integrating Prism with their existing Yardi system. They have seen significant improvements in vendor management, despite initial resistance from some vendors who had their own systems and preferred ways of doing things.

With Prism, Chuang believes Transpacific Realty Advisors is well-equipped to manage their expansive portfolio effectively. From increasing efficiency to impacting their competitiveness, Prism has transformed the way they operate. But it’s Chuang’s comment that beautifully sums up the sentiment at Transpacific Realty Advisors: “The best part is you can see the workflow flowing. It’s not stuck. With Prism, you can guide the workflow. It helps you to see things from head to toe.”

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