

A photograph of a city skyline at dusk. The sky is a mix of purple, pink, and orange. Several skyscrapers are visible, some with their windows lit up. One prominent building is illuminated with a warm orange glow. In the foreground, there's a body of water reflecting the lights from the buildings and the sky. The overall mood is serene and urban.

Case study

# Simplifying CapEx management

**JLL's journey with Prism Projects**



**Building  
Engines**

A JLL company

## Case study

### The challenge:

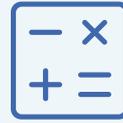
Swan Anderson, Retail Operations Manager at JLL, oversees all on-site operations, external vendors, and 15-20 capital expenditure (CapEx) projects annually for Union Depot, a 32-acre multi-modal transportation hub in St. Paul, Minnesota.

Before implementing Prism Projects by Building Engines, Anderson's process for managing sustainability and CapEx projects was entirely manual, relying on multiple spreadsheets. Anderson needed a change, including a way to make communicating with his teams easier and more time effective.

### The solution:

In early 2024, Anderson implemented Prism Projects, a purpose-built software module for CRE project management and CapEx planning. The product is part of Building Engines' Prism technology platform, which unifies the management of key management tasks from a single, powerful system.

The Prism Project modules simplify project management at the Union Depot property, offering a number of key enhancements: (See sidebar on right)



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A collaborative environment where the entire team can access project information



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Vendor access to software and project workflow



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Streamlined financial tracking and reporting



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Multiple calendar views for easy project oversight

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## Case study

Anderson emphasizes the benefits, saying, “The team can get an overarching view of where things are at. You can have project files you want to share on there as well. For me, it really helps streamline everything in one platform and the improved communication was key for making this work.”



### Bringing it to life:

The implementation of Prism Projects had an immediate impact on JLL’s operations at Union Depot. A prime example was a complex project involving the integration of the camera system with the radio ecosystem, requiring coordination among three different service contractors.

Using Prism Projects, Anderson established a comprehensive project plan. He explains, “As soon as I put the task or work order in for the project, everything went on autopilot.” Service contractors could update their progress directly in the system, allowing Anderson to easily track task completion and identify overdue items.

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By implementing Prism Projects, it frees me up to more efficiently track projects so I can focus my time on other things that need my attention.

**Swan Anderson**  
*Retail Operations Manager, JLL*

## Case study

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I love Prism, I love the platform.

**Swan Anderson**

*Retail Operations Manager, JLL*

The streamlined approach and improved communication were crucial to the project's success. Anderson noted, "The communication part of it has been key. My whole team has access to Prism so they're not always coming to me asking where things are at. They're able to go on there and see exactly where it's at."

Anderson particularly appreciates the financial tracking features: "I love the financials; I love the reporting of it. It's great if we have a client meeting and we want to run something quick. Before, it was constantly going back, updating an Excel spreadsheet." And the impact of Prism Projects has extended beyond this single project. It has significantly improved team communication, budgeting for projects, and collaboration with vendors.

Anderson also highlights the platform's user-friendly interface: "My favorite part would be the different calendar views. It's nice being able to come in on a Monday, open that up, see where things are at, see what's going on for the week, and it gives me a clear idea on what needs to happen."

Prism Projects has transformed JLL's project management approach at Union Depot, enhancing efficiency, communication, and overall project oversight. As Anderson succinctly puts it, "Prism Projects gives a simple overview of where everything's at. The dashboard adds value instead of an Excel spreadsheet."

Want to learn more about Prism Projects? [Schedule a short demo today](#)

[www.buildingengines.com](http://www.buildingengines.com)