



Case study

Delivering operational excellence across the Tri-state

JLL's success with Prism by Building Engines



**Building
Engines**

A JLL company



The challenge:

As the Regional Operations Manager at JLL, Dana Getz ensures clients throughout the Tri-state area have access to the technology and tools they need to streamline their operations. Before implementing Prism by Building Engines, JLL property operations relied heavily on outdated tracking spreadsheets and phone-based communications.

JLL Tri-state needed a comprehensive solution that could modernize operations while maintaining the highest service standards. The challenge included simplifying documentation, improving tenant communication, reducing manual errors in billing and accounting, and providing easy mobile access for field teams.



The solution:

JLL implemented Prism, a comprehensive property management platform that unifies key operational tasks in a single, powerful system.

Prism transformed operations at JLL's Tri-state properties, offering several key improvements:



Mobile-first accessibility for on-the-go productivity and real-time updates.



Streamlined documentation through an intuitive inspections module with voice notes and photo capabilities.



Automated billing processes that track work orders and integrate with accounting systems.



Enhanced tenant communication with real-time responses to tenant requests.

Case study



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It is the absolute best in class software. I don't think anybody else is doing what Building Engines is doing, and its constant improvement. That to me is top notch best in class.

Dana Getz

Regional Operations Manager, JLL



Bringing it to life:

Getz emphasizes the transformative impact, saying, “Gone are the days of old tracking spreadsheets and phone calls. Having information in your hands on the go and being able to clearly document a problem... you can speak on your phone, you can take pictures, you can upload it, and you can produce an actionable document and bring back solutions faster.”

The implementation of Prism had an immediate impact on JLL's regional operations. Property teams can now conduct inspections while documenting issues in real-time, eliminating the need to stop work and write notes. The system's intuitive design allows teams to capture voice notes, upload photos, and generate actionable reports instantly.

“By implementing Prism, teams become more efficient with streamlined operations that speak to how we're living nowadays - tech-driven and mobile-first.”

Prism has also significantly improved the tenant experience, team efficiency, and financial tracking. Now, teams can respond to tenant requests in real-time rather than hearing about issues after the fact.

Getz also highlights the platform's continuous evolution: “There's constant reinvestment into Prism. It's clear that they are listening to their customers and wanting to make the system better and more useful as the world changes quickly.”

Ready to transform your property operations? **Schedule a personalized Prism demo today**

