



Case study

Unifying operations across an industrial real estate portfolio

RIDC's transformation with Prism by
Building Engines



**Building
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A JLL company

Case study



The challenge:

Chris Pinelli, Director of Property Management at RIDC (Regional Industrial Development Corporation of Pennsylvania), oversees 65 buildings and 8 million square feet of industrial space in the Pittsburgh area. Previously, RIDC's operations relied on disparate spreadsheets and multiple disconnected systems to manage their extensive portfolio.

RIDC was juggling multiple disconnected tools that weren't meeting their operational needs. They needed a unified solution that could handle tenant compliance more effectively, simplify how work was assigned to vendors, and provide better transparency and reporting to their owners and investors.



The solution:

RIDC chose Prism by Building Engines to unify all operational tasks within a single, powerful system.

Prism addressed RIDC's specific industrial property management needs, offering a number of key enhancements:



One unified platform replacing multiple disparate applications and spreadsheets for on-the-go productivity and real-time updates.



Enhanced tenant compliance tracking for insurance and regulatory requirements.



Streamlined vendor management with efficient work order assignment capabilities.



Comprehensive reporting that provides accountability to owners and investors.

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This will do everything you need to do in one application. You will not have to have multiple applications to perform tasks. It's efficient. It's effective.

Chris Pinelli

*Director of Property
Management, RIDC*



Bringing it to life:

The Prism implementation had immediate implications for RIDC's operational efficiency. Property managers can now make real-time decisions during field inspections, pulling up work orders and assigning tasks to vendors instantly rather than taking work home to figure out multi-step processes over hours.

“The platform allows a single point of that maximization. Rather than using two, three, or four different tools, we're just using one tool to streamline that process”, said Pinelli.

Pinelli also highlighted Prism's reporting capabilities and how it's helped provide more transparency to their stakeholders: “The owners and CEOs and investors want to know, why is this tenant moving out, and why do we have to spend two million dollars to put in a new HVAC system? What is this going to do? It will streamline our efforts. It will show us where we're not meeting the mark with those owners.”

The impact of Prism extends beyond day-to-day operations to strategic tenant management. The system helps ensure tenants meet their compliance obligations while providing RIDC with the documentation and tracking capabilities that owners and investors require.

Pinelli also highlights the operational transformation for field teams: “Now it's going to be great for them to just be able to pull up a work order, assign it to a vendor, and have that vendor manage in that situation where it's easy one step rather than multiple multi steps.”

