



CUSTOMER SUCCESS STORY: JEMB REALTY CORPORATION

Building Engines improves building management and tenant satisfaction for five properties

Client:

JEMB Realty Corporation

Asset type:

Five mixed-use buildings

Size:

1.86M square feet

JEMB Realty Corporation, a progressive real estate development, investment, and management firm, has been long established in the real estate industry for over 30 years and continues to maintain a clear presence in several North American cities.

Adnan Rugovac, Tenant Coordinator, JEMB Realty, manages five buildings in JEMB Realty’s portfolio – three offices, one residential, and one retail building – and oversees project managers, engineers, maintenance, and janitorial staff in all buildings.

When Rugovac’s day-to-day operations became difficult to manage and he needed to refocus his attention on his tenants, Rugovac turned to Building Engines.

Challenge: Inefficiencies across operations led to confusion

Lack of accountability was the biggest challenge for Rugovac. He did not have an efficient way to manage and track vendors, work orders, tenant requests, or inspections. It led to confusion amongst teams, difficulty tracking historical data, and longer wait times for tenant requests.

Rugovac knew his building operations and tenant satisfaction would take a hit if he couldn’t find a solution.

Solution: Building Engines takes the guess work out of building ops

Building Engines software laid everything out for Rugovac.

The technology now shows him where everyone on his team is throughout the day, how long each work order and inspection takes, and how much each job costs. Nothing is a guessing game. And with the Building Engines mobile app, Rugovac does it all from his phone.

On the tenant satisfaction side, Rugovac records all tenant work order requests that come through the software. Every week and month, Rugovac's property managers create reports to see which tenant has the most requests — thus helping Rugovac and his teams to understand which tenant needs the most attention.

Building Engines is now tracking all materials, costs, government documents, and tenant communications for Rugovac's properties as well. Rugovac's property teams also utilize Building Engines software to communicate energy-saving incentive programs to tenants. With these incentives in mind, tenants work towards reducing their individual energy consumption, savings both themselves and JEMB Realty money.

Results

- Improved accountability with property teams and vendors
- Opened communications with tenants
- Faster work order completion rates

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With Building Engines, you can see every aspect, every inch of every floor, every inch of the stairwells. So, you're not missing anything. It actually made the building cleaner, and it gave everyone a sense of responsibility – down to the youngest janitor and up to the highest chief engineer. Everyone has a say, and everyone can create a work order. Nothing ever gets missed, everybody has full access.

Adnan Rugovac

*Tenant Coordinator
JEMB Realty Corp.*