



The Grove unlocks property management efficiency with Prism by BuildingEngines

Client:

B Group
Capital Management

Asset type:

Class A Office Park

Size:

265K square feet

The Grove is a Class A suburban office park in Charlotte, North Carolina. This unique property hosts a mix of single and multi-story buildings, with a total of six buildings accommodating a diverse range of 38 tenants, including governmental entities, local businesses, and several full-service offices.

Managing such a large property with varied tenants, leases, and buildings presents several challenges. The property management team found its solution in **Prism by BuildingEngines**, the leading building operations and performance platform from JLL.

The challenge

Before Prism, the management team at the Grove struggled with issues such as coordinating different budgets, calculating separate common area maintenance (CAM) fees, and coding invoices for multiple buildings. The challenge extended to

managing different types of leases, a process that often led to confusion about responsibility for services. Additionally, the tenants often felt disconnected from the property management team due to inefficient communication and delay in maintenance services.

To worsen the scenario, the team's previous property management system did not offer features that could solve these challenges. It became clear that a more efficient and transparent system was needed.

The solution

Prism came as a breath of fresh air for the Grove's management team. The platform streamlined property management workflows enabling the group to separate tasks by property, [track and manage work orders](#), [handle inspections](#) and [incidents](#), and facilitate [resource reservations](#).

[The certificate of insurance \(COI\) tracking](#) was another feature that won the team's approval.

And the benefits extended beyond the management team. Prism's online portal allowed tenants to interact directly with the property management team. They can now log in, submit work orders, and track progress. This eliminated any disconnect that the tenants previously felt. The convenience of the mobile app further enabled the tenants to make requests, get updates via text or email, and expedite the process of completing work orders.

The property management team is now able to oversee the property more efficiently. The platform helped them prioritize work orders based on their urgency and keep the tenants updated on the progress. The mobile app was particularly loved by the engineer who spends most of his time on-site.

"The engineer loves it. He's on a golf cart. He's not going to be on his desktop all the time. If he sees something out in the field, he can take a picture. Or he can send out a mass text in case of an emergency. And he can do that all through his phone," the GM says.

Bringing it to life

The implementation of Prism has greatly improved the efficiency of property management at the Grove. The system

has helped to maintain a healthy paper trail and improve communication between the tenants and management. Notably, the number of emails to the management team has reduced, thanks to the self-booking feature for resource reservations and self-service work order submissions.

"Prism keeps a paper trail and keeps the tenants notified on the progress of work orders, rather than simply saying that a work order is either open or closed. It's a much better way of communicating with tenants," the GM says. "Instead of emailing or calling to provide an update, we can go directly on the Prism work order and add comments. And it quickly sends tenants an update. We can do that from our phone."

The GM also appreciates Prism's customizable dashboard, allowing her to view all property details at-a-glance. One notable victory is in the area of risk management. Prism's robust COI tracking has cut the reliance on outdated Excel sheets and has reduced human error. Several tenants, who were previously non-compliant due to lack of updated insurance, now have their information accurately tracked.

Transitioning to Prism was not only an easy sell to the ownership but also became a key in transforming the property management process at the Grove. With improved tenant satisfaction and operational efficiency, Prism is clearly a win for the Grove and its property management team.

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General Manager

The Grove