

Prism AI

High-impact use cases for CRE operations

Turn your operational data and documents into insights and recommendations that drive faster decisions and better building performance.



Get accurate answers from your operational data



Work order trends and building staffing

The challenge: You need to see the volume of work orders in your buildings so that they you can staff your buildings appropriately. But getting up-to-date work order patterns requires exporting data and building reports manually.

How Prism AI helps:

- Get instant insights about work order volume, response times, and completion rates across your portfolio
- See trends by building, time-period, property team and more

Example prompt

How many work orders did we complete last month and what was our average response time? Based on this data, tell me where in my portfolio I need to assign more engineers.



Equipment history and patterns

The challenge: You need a way to identify equipment issues before they lead to expensive repairs or replacements. Spotting equipment problems usually requires reviewing work order histories across multiple systems, so reliability issues go undetected.

How Prism AI helps:

- References complete equipment service histories with a simple question
- Uncovers equipment that generates repeat issues before they become costly failures
- Recommends what equipment repairs to prioritize

Example prompt

Show me equipment with more than 3 work orders in the last 90 days. List the equipment issues and tell me what repairs to prioritize based on the make, model and age of the equipment.



Preventive maintenance optimization

The challenge: You have dozens of pieces of equipment in your building. You're not sure when the preventive maintenance schedules were last updated, and some equipment doesn't have a preventive maintenance schedule at all.

How Prism AI helps:

- Check preventive maintenance tasks status across your entire portfolio in seconds
- Suggest schedule optimizations based on equipment type and service patterns
- Uncovers equipment missing preventive maintenance schedules

Example prompt

Optimize my preventive maintenance schedules for all equipment at 78 Main Street. Also tell me which equipment doesn't have an associated preventive maintenance schedule.



Tenant satisfaction insights

The challenge: Reading multiple inspection reports can be overwhelming – especially if the property is newer to your portfolio. You need to know what the issues are and where you need to act.

How Prism AI helps:

- Analyzes tenant satisfaction ratings on work orders
- Uncovers trends based on tenant comments
- Provides actionable next steps to improve tenant relationships

Example prompt

Report completed work orders with tenant satisfaction ratings 3 or below on a scale of 5. Include feedback comments and work order details, then suggest next steps.



Lease abstraction and tenant compliance

The challenge: Manually reviewing leases can be tedious. You could miss important details, like what equipment a tenant needs to maintain or which amenities they need to pay for.

How Prism AI helps:

- Automatically extracts required tenant actions from uploaded lease agreements
- Compares tenant obligations with deficiencies in recent inspection reports
- Drafts clear tenant messages summarizing issues they need to address

Example prompt

Review the lease for Suite 450 and tell me if HVAC filter replacement is the tenant's or landlord's responsibility. Then compare this with the recent inspection report and draft a tenant notice if they're not in compliance.



Turn equipment manuals into maintenance instructions

The challenge: Reviewing equipment maintenance instructions directly from service manuals can be time-consuming and confusing. Engineers need a quick and easy solution that shows them what they need to do when servicing equipment.

How Prism AI helps:

- Mines equipment manuals for manufacturer-recommended PM tasks
- Summarizes troubleshooting steps and error code solutions

Example prompt

The rooftop HVAC unit is showing error code E47. What does this mean and what are the troubleshooting steps from the manufacturer's manual?



Easy Certificate of insurance (COI) review

The challenge: Your team is small and they work with multiple vendors. There is a large CapEx project coming up and you need to understand which vendors you can use.

How Prism AI helps:

- Reviews Certificates of Insurance (COI documents) across vendors to flag upcoming expirations and coverage gaps
- Supports compliance checks before a project starts to prevent delays

Example prompt

Review these 7 vendor COIs and flag any that are expiring in the next 60 days. Also check, if any of the vendors have coverage below our required minimum.



Simplified inspection reports and issue tracking

The challenge: Reading multiple inspection reports can be overwhelming – especially if the property is newer to your portfolio. You need to know what the issues are and where you need to act.

How Prism AI helps:

- Compares current and past inspection reports to highlight unresolved items and trends
- Identifies worsening issues and flags repeat deficiencies – can even show completion rates
- Surfaces actionable items and helps prioritize next steps

Example prompt

Compare this month's inspection report with the same property's report from six months ago - what issues have gotten worse or remain unresolved? Which issues should I prioritize?



See how Prism AI uses your property data and documents to generate actionable intelligence. Click [here](#) or scan the QR code to request a demo.

