

Real Estate

Example scenario

How a property manager runs tenant requests in office buildings with Asset Infinity

A commercial property manager takes tenant requests for its multi-tenant office buildings, works to the SLA each lease promises, manages vendor work and sends a monthly report per building.

EXAMPLE RESULTS

Every

tenant request timed against its SLA from the moment it is raised

1

monthly report per building, sent on schedule

100%

of lifts, chillers and fire systems on a preventive plan

AT A GLANCE

INDUSTRY

Commercial property management

EXAMPLE PORTFOLIO

12 office buildings

EXAMPLE TENANTS

About 200 tenant companies

WORK BY

In-house engineers and contracted vendors

FEATURES USED

Work

Suppliers

Insight

01 The organization

A commercial property manager runs multi-tenant office buildings for several owners. Each building has its own engineers, a building manager and contracted vendors for lifts, cleaning, fire systems and HVAC.

Tenants expect fast answers, owners expect a monthly account of their building, and leases set response times the manager has to meet.

02 The challenge

Tenant requests arrive by phone, email and at the front desk, and nobody can say quickly whether the response times promised in each lease are being met.

- Requests are logged in different inboxes per building.
- Response times are not measured, so SLA breaches come out in complaints.
- Vendor jobs are chased by phone, with no record of when the vendor was called.
- Monthly owner reports are assembled by hand from spreadsheets.
- Planned maintenance for lifts and chillers lives in vendor binders.

03 How it is set up in Asset Infinity

The property manager runs every building in Asset Infinity, with tenant requests, vendor work and planned maintenance in one place.

Work

Tenant requests

Tenants raise requests from the web, mobile app, email or a QR label in the space, with a photo. They can follow progress without calling.

Work

SLA timers by priority

Response and completion targets match what the leases promise. Timers pause while a job waits on a supplier, and overdue jobs trigger reminders.

Suppliers

Vendor contracts and invoices

Contracts with lift, fire and HVAC vendors are recorded with their dates, and vendor invoices are matched to the purchase orders behind the work.

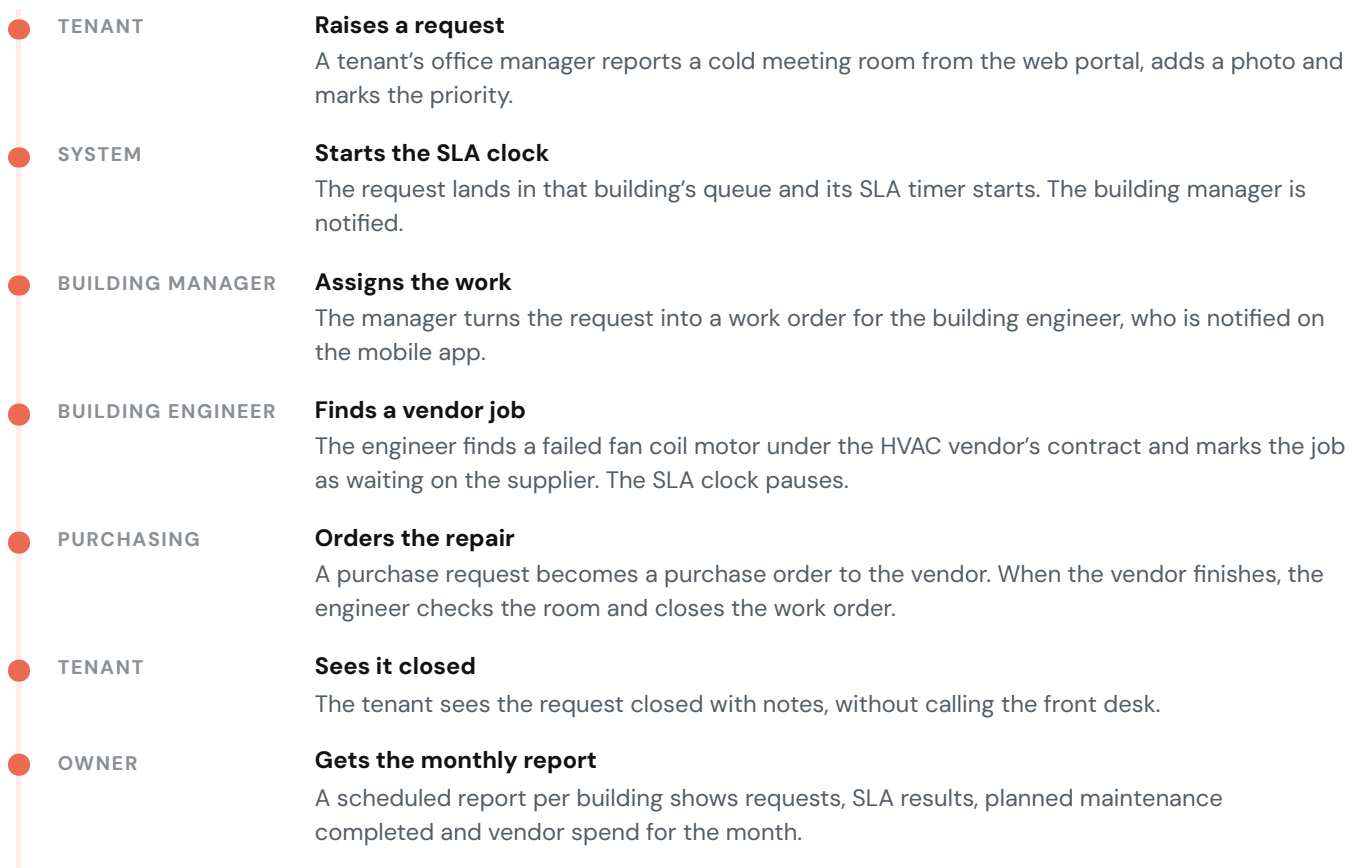
Insight

A report per building

Scheduled reports send each owner their building's requests, SLA performance, planned work done and spend every month.

04 How it works day to day

Here is how a tenant request runs from report to monthly owner report.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Tenant requests	Phone, email and front desk	A tracked request with a photo and status
Lease SLAs	Not measured	A timer on every request, by priority
Vendor waits	Chased by phone, counted against the team	Marked as waiting on the supplier, clock paused
Planned maintenance	In vendor binders	Preventive plans per building asset
Owner reports	Built by hand each month	Scheduled report per building

06 The first month

1

Buildings and assets loaded. Each building's floors, tenant spaces and major equipment are imported, and QR labels go up in common areas.

2

SLAs and vendors set. Priorities and SLA targets are set to match the leases, and vendor contracts are recorded.

3

Tenants invited. Tenant contacts get access to raise requests; building engineers start on the mobile app.

07 Example results

- SLA breaches show up on the dashboard while there is still time to act.
- Time spent waiting on vendors is visible and does not count against the team.
- Tenants follow their request status instead of calling the front desk.
- Repair history per asset shows which equipment drives the most tenant complaints.

08 Why it worked

SLAs you can show

Every request is timed against its target, so the manager can prove performance against each lease.

Vendors in the same record

Vendor work, purchase orders and invoices sit with the job, so nobody chases a supplier from memory.

Owners kept informed

Each owner gets the same monthly report on schedule, built from the work itself.

09 Looking ahead

With one request queue per building and SLA timers running on every job, the property manager knows where it stands against each lease before a tenant has to complain.

Owners get the same picture every month without anyone building a spreadsheet, and the asset history behind it supports the capex plans the manager proposes to them.

See it on your own assets

A 30-minute demo, set up for a commercial property manager.

An example of how this kind of organization runs on Asset Infinity.

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