USE CASE:
MIXED-USE COMMERCIAL REAL ESTATE
Smart building platform improves building performance for owner/operator.

**THE BENEFITS OF SITE 1001**

- Smarter operations saved costs equal to a full-time employee’s salary after three months.
- Power & water consumption declined 8% while building and asset usage rose 10%.
- Repair times decreased 33%. Building staff went from “fire fighting” to “fire prevention.”

**THE CASE**

A commercial real estate portfolio owner recently replaced a ‘70’s era office building with a modern, mixed-use commercial campus in a fast-growing technology and financial hub. Where the premises had once held a single building and parking lot, it now housed two state-of-the-art properties, a multi-acre park and an underground parking structure. The new buildings featured retail, dining and entertainment venues at ground level, with Class A office spaces above, designed to appeal to the area’s growing base of affluent professionals.

**THE CHALLENGE**

Doubling the building square footage and introducing retail, dining and outdoor venues created a new set of challenges for the five members of the building’s property management & maintenance team. Tenants were using the buildings and surrounding spaces more frequently and for longer, and the restaurant & entertainment tenants were far more demanding regarding maintenance and repairs. Although they used the latest in energy and water saving technologies, and augmented the staff with outside service providers, the building owner faced considerably higher utility and employee costs than originally estimated. Utility, staff, and maintenance & repair costs consumed over 60% of the property’s revenue per sq. foot, and costs were growing.

“Smarter operations saved costs equal to a full-time employee’s salary...”
Management itemized their issues into three categories:

**STAFF EFFICIENCY:** Unlike the previous building which sat on one corner of the property, the new campus sprawled across the entire six acres. Staff spent nearly 40% of their work day traveling to and from the building office for plans, documents and information—more if they happened to be interrupted enroute.

**ENERGY EFFICIENCY:** Although equipped with efficiency-minded things like LED bulbs and motion-activated plumbing, HVAC and lighting systems, large portions of the campus were in use 18 - 20 hours a day, seven days a week, and utility costs were 30% higher than estimated.

**REACTIVE VS. PREVENTIVE WORKFLOW:** The building owner had standardized on a work order system that dated back more than 20 years with a workflow built on a “wait and react” foundation, rather than a “stop it from happening” preventative model. As such, staffers constantly confronted new, unplanned issues, de-prioritizing or re-prioritizing other, less severe ones on-the-fly. This allowed small problems to linger long enough to become issues that took guest rooms out of service.

**THE SOLUTION**

While researching solutions, the property manager for the campus met a representative from Site 1001, a “smart building” software developer recently spun out of one of America’s largest commercial general contractors. Familiar with the newest building technologies, and the issues building owners face when their contractor hands over property keys, Site 1001 understood the difficulties building staff were running into, and showed how its next generation building operations platform could help.

First, Site 1001’s cloud-based, mobile-first platform eliminated the need for staffers to walk back and forth for most of their daily tasks. The app let staff manage work orders, review drawings and maintenance manuals, and even check inventory from their smartphone. Using Site 1001’s location-aware capabilities also saved time by pulling up information based on the room in which the staffer was standing.

Next, 3rd party IoT device integration with Site 1001’s platform gave operators the ability to know their energy and water consumption at a sub-meter level, in real-time. They identified buildings on the campus that were assumed to have office-like usage patterns (5 days, 9 to 5), but, because of their proximity to restaurants and entertainment, were actually quite heavily used. Building operators installed smaller, zone-based cooling units and new lighting sensors that guaranteed those areas would be safe and comfortable, as well as run more efficiently than the larger units that covered much bigger spaces.

Finally, work order prioritization allowed them to group unplanned repairs and routine maintenance by building > area > room. Handling all the issues (both repair and preventative maintenance) in an area allowed staff to schedule their time more effectively and reduce the number of unplanned repairs by ensuring that preventative measures didn’t become deferred maintenance and a much bigger headache.
THE BOTTOM LINE

The building owner learned that there’s a big difference between assuming how a building will operate and how it actually operates once it’s complete. Because of Site 1001’s understanding of the construction and operations of buildings, their platform helped the owner reduce costs, be more efficient and provide a better experience for occupants and visitors. Ultimately, Site 1001 transformed the property from an outdated commercial office space to a vibrant business and entertainment venue, and set their asset portfolio’s new standard for “smart building” operations.

ABOUT SITE 1001: Site 1001 is an AI-based building performance and operations platform that uses core building information, building systems and sensor data in combination with artificial intelligence to put the “smart” in “smart buildings.” Cloud-based, mobile first, and location-aware, Site 1001 helps owners, operators and FM pros save money and improve building performance by delivering FM information to the right person in the right place at the right time. Coupled with Site’s AI technology, which can anticipate maintenance issues and automatically interact with building systems, Site 1001 users can improve efficiency, slash operations costs, and extend equipment lifecycles without increasing workloads.

Visit www.site1001.com/resources to learn more!