

CASE STUDY

Media Studios ends the growing problem of after-hours provisioning

A TOBY award winning property management team simplifies provisioning of after-hours service requests across a five-building office park.

Managing over 900,000 square feet of leased office space, they cut the time spent handling HVAC service requests by 96%, to just three hours per month.



W Worthe

Media Studios is a 1.2 million square foot low-rise office park, situated on 19 acres of pristine landscaped gardens, adjacent to the airport and convention center in Burbank, California. Home to numerous marquee tenants including Hasbro, Disney, Deluxe, and Insomniac Games, its five Class A office buildings are managed by the Worthe Real Estate Group.

RISING AFTER-HOURS DEMAND

“ BMS Front has been a godsend for us. Tenants love having control of their space, and being web-based makes it so simple to use. ”

Since the late 90's when the office park came to life, the Worthe facilities team has always strived to maximize tenant comfort and streamline operations by using state-of-the-art building automation solutions. You don't win BOMA's coveted TOBY award by standing on the sidelines! But, as the traditional 9 to 5 work week began to erode, the facilities team found more of their time being drained by frequent requests for after-hours HVAC services.

With demand rising at 10% each year, strategic initiatives were being impacted. Since service requests are time-sensitive, this meant frequent interruptions and lost productivity, as the related admin, implementation, and accounting tasks were taking up to 30 minutes per request.

As the volume rose, accepting requests by phone proved ineffective. Introducing paper forms offered some relief, but errors crept in and complaints increased. The team was frustrated, as were tenants by time-wasting paperwork, and restrictive cut-off times.

Whenever tenants missed the cut-off time, it did nothing but damage the hard-earned relationships between facilities and tenants. "It was obvious we were on a crash course. The impact on the team's productivity was not sustainable long-term." recalls Doug Keeder, Chief Engineer.

INTERIM SOLUTION HELPED

The 3000+ tenants deserved better, and Doug was determined to nip the problem in the bud before it got worse. In 2002, he implemented a solution which let tenants phone into a BMS server, key in their requests and step away. Problem solved, he thought! But Facilities still had work to do, to handle usage accounting and tenant invoicing.

While it did reduce the burden for tenants, using a dial-up modem and telephone keystrokes for requests remained somewhat troublesome. In addition, tenants often felt it was too much hassle to cancel or make schedule corrections. This resulted in energy waste and usage charges for services never used.

As years passed the demand grew, and the facilities team recognized the need to grow with it. Always on the lookout for innovative technology to streamline operations, in 2015 Doug discovered BMS Front - a new cloud-based service that lifted the restrictions for tenants and eliminated all of the tedious back-end administration, too.

BMS FRONT SOLVES THE WHOLE PROBLEM

"BMS Front is a valued building amenity for both tenants and Facilities. Tenants can schedule or cancel services when it suits them, effectively relieving my team of scheduling and accounting duties!" says Doug.

With a Media Studios campus expansion on the horizon, the facilities team can continue their productive management approach and rely on BMS Front to take care of the scheduling, fulfillment, and accounting of all after-hours services for them.

About The BMS Front Service

BMS Front is a cloud-based building automation service for multi-tenant office buildings. It replaces manual HVAC service request processes with online scheduling, automated equipment overrides and fast, accurate billing.

Tenants can schedule their own after-hours service requests at their convenience from any device. Facilities managers no longer need to handle and track service requests, or calculate charges. BMS Front does it all for them.

Worthe Real Estate Group, 2017 Statistics

- More than 1,700 service requests
- Saving approx. 135 tenant hours
- For 3000 staff from 18 tenant companies
- Saving 5.3 man-months for Facilities

“BMS Front has removed after-hours scheduling from our task list. Tenants schedule what they want, when they want it, and we are free to focus on more important matters.”
Doug Keeder, Chief Engineer, Worthe Real Estate Group

