

# Case Study | Switch Mobile App

Global real estate firm uses Switch's smart building app to reduce critical priority work orders by 17% and decrease occupant complaints by 20%



## The Customer

A regional team working for a global real estate investment, development and management company

**Size:** Five Class-A office buildings

**Industries:** Commercial Real Estate

**Geography:** Seattle, Washington

This region includes a number of large modern office buildings occupied by a range of commercial organizations

Approximately 250 offices

## The Opportunity

### Streamline operations across teams

For the last three years, a global real estate investment and management firm optimized system and equipment performance with the Switch Platform. Operating in the Seattle area, Ryan the Regional Facilities Manager and his team use the Platform to manage five Class-A office buildings for the firm.

The Switch Platform provides Ryan and his team real-time visibility into building performance to implement data-driven optimization strategies from their desktops. However, Ryan and his colleagues often commute between sites, making it difficult

to address issues while away from their computers. Onsite issues are often complex and time sensitive, requiring the close collaboration of multiple teams. Failing to resolve these can affect occupant comfort and the firm's reputation.



## The Solution

### Monitor and optimize building performance in real-time, from anywhere

The Switch Automation App extends the power of the Switch Platform beyond the desktop with features like prioritized mobile alerts, task assignment, cross-team chat and image uploads.

Ryan and his team now receive Alerts from the Switch Automation App to their smart phones and tablets with updates about ongoing site issues. Onsite and remote staff can create and add to Events, providing detailed summaries of site issues and their progress, including notes from preliminary investigations and screenshots of trend data.

#### Using the Switch Automation App, the team now:

- ▲ Receive prioritized alerts about critical building issues
- ▲ View alert details and sensor trends to inform timely maintenance decisions
- ▲ Collaborate with colleagues via one-on-one and group conversations
- ▲ Assign tasks to team members and communicate progress in real-time
- ▲ Document findings and validate repairs by uploading pictures of building systems and equipment from the field
- ▲ Resolve issues on-the-go to keep their entire team informed of the latest portfolio improvements

Ryan easily authorizes the dispatch of third-party technicians from the App and can keep a close eye on their progress with Event updates from onsite FMs. As soon as repairs are complete, Ryan can monitor staff comments confirming the repair or suggesting further action. The Switch App is also available for both iOS and Android users, making it easy for the team to synchronize their efforts across a range of devices.

For a closer insight into Ryan and the team's day-to-day usage of the App, [click here](#).

## The Results

### More onsite issues resolved with fewer occupant complaints

The App boosted the team's visibility of site issues, resulting in faster issue resolution, while increasing accountability for third party vendors. By enabling the team to resolve issues faster from wherever they are, the App's functionality increased occupant satisfaction and cut down on the team's extra time spent in the office.

**15%**

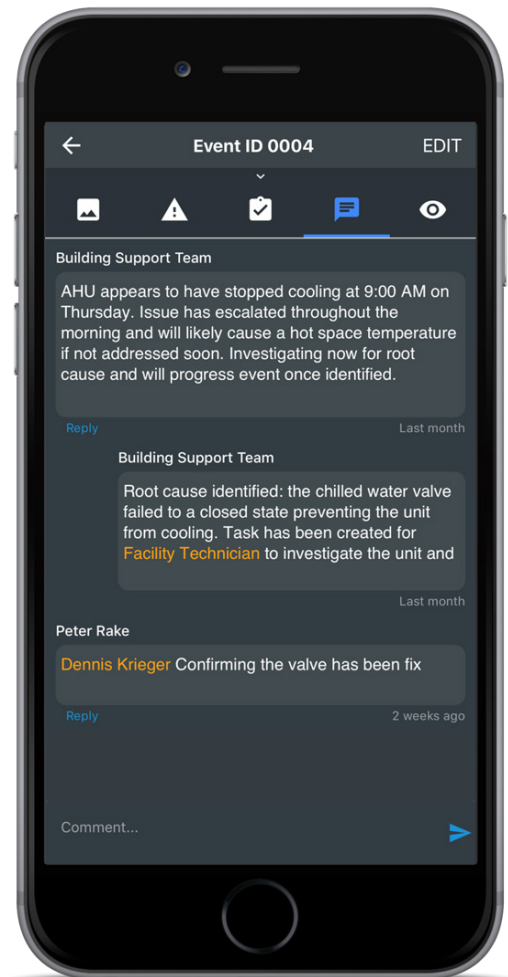
Fewer truck rolls

**17%**

Reduction in critical priority work orders

**20%**

Fewer occupant complaints



“The Switch Automation App has completely transformed the way my team works. The App has made it much easier for me to assign tasks on-the-go and confirm repairs with third parties, particularly while I travel between sites. Now we receive fewer complaints from our occupants and instead of fighting fires my team now tries to prevent onsite problems before they occur. Nowadays I actually find myself using my phone far more often than my laptop as I seem to get more done.”

**Regional Facilities Manager,**  
Global Real Estate Management and  
Investment Firm

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