



Mastering efficiency

How Stream Realty Partners seamlessly handles 190 work orders per month

Stream Realty Partners is a recognized leader in the property management industry. The company has a vast portfolio of properties and manages various assets, including three Beacon Capital properties in Austin, Texas.

The three unique properties range from office spaces to retail to shared amenities with residential tenants.

With such a diverse range of tenants, Stream Realty knew that in order to manage the properties effectively, they had to focus on ensuring tenant satisfaction.



Beacon Capital Austin, Texas

Size	745,000 sq. ft. <i>(across 3 buildings)</i>
Work orders	190+ per month
Asset type	Class A office/ mixed use
Response time	15 minutes per work order

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When something pops in my mind, I can just pull my phone out and put in a work order. It's that easy for me. When things are user-friendly like Prism, it makes me want to use it more.

Amanda Carrizales
*Vice President,
Property Management,
Stream Realty Partners*

The challenge

A key challenge for the team was to effectively manage their diverse properties, which requires an intricate mix of maintenance, visitor logs, communications, and other tenant requests.

Each building presents its own unique set of challenges due to the differences in tenant needs. For example, the tech firms and attorneys located at 600 Congress have different needs and wants from one another.

In one building, office tenants share amenities with residential condo tenants. Stream Realty also manages the condo association. Meanwhile, another building is comprised of all office tenants.

With such a unique set of tenants, effectively processing work orders quickly became a challenge. The team had been using the Building Engines “Classic” product to manage work orders at the properties. When Beacon made the switch to Prism, Building Engines’ next-gen building operations platform, it wasn’t without a few questions. How would learning a new system affect the team’s already-complex workflows?

The solution

Ultimately, the Stream team found that Prism was the perfect solution to fit their needs. “It’s been user-friendly,” says Amanda Carrizales, Vice President, Property Management, Stream Realty. “And our tenants think it’s more user-friendly than Building Engines Classic. We can do so many more things in Prism that are helpful to everyone.”

She points to the customizable Prism dashboard, admitting it’s a step up from navigating through the Classic system. “Prism has a dashboard I can edit to my liking for the things I deem important. I can edit my dashboard however I want,” Carrizales says.

David Shott, Senior Building Operations Manager for 600 Congress and the two Foundry buildings, agrees. “I can find things easier. In Building Engines Classic, when I’d go to open work orders, it would only show a recent one and I would have to create a new search. I’d be asking why I was missing something,” he says. Now, the Prism dashboard allows him to quickly see everything that is important to him and his team to complete their work.



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Having full visibility is especially important, as Beacon, in its commitment to tenant satisfaction, expects the property management team to acknowledge new work orders within 15 minutes of receiving them. With Prism, Carrizales says that “everything is just getting better addressed and faster.” She notes that Prism uses time stamps for all actions right in the work order to keep a proper trail of work performed. “Any time you or a tenant enters a comment, you know exactly where the work order is at,” she says.

Brendan Kinney, Property Management Associate at 600 Congress, says Prism offers more convenient and streamlined workflows. “It’s become a more efficient way to communicate with engineers,” he says. “And it feels like we’re getting better on communicating with tenants. Tenants seem to feel more comfortable with how requests are handled because it’s more transparent.”

Being able to work on-the-go is why the process has become so much more transparent for Kinney and the engineers. “We can leave comments on the work order as we go. I don’t have to call up the engineers. They have all the information embedded right there. If a tenant asks for a status update, I have everything available to me.”

Kinney notes that transitioning from Building Engines Classic to Prism was seamless. “We actually expected a lot more tenants to ask us questions about the new process for work orders,” he says. “But it was seamless for them. We have less questions on how to use Prism over Classic from tenants because it’s much more user friendly.”

Bringing it to life

Since implementing Prism, the Stream team has experienced significant improvements in managing their properties and serving their tenants. The building operations platform has enabled them to effectively handle approximately 190 work orders per month at the 600 Congress property alone.

The team also has noticed that Prism’s user-friendly interface encourages more frequent use, thereby improving the completion rate for work orders.

The team is excited to expand their capabilities with Prism, especially when it comes to billing back tenants – something they’ve been doing manually. However, the team’s new financial manager requested a way to streamline the billback process. Carrizales says Prism provides yet another solution. “We can add material charges in Prism. That way the financial manager can just pull a report at the end of the month,” she says. “It’s much easier to do in Prism.”

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