



## Partners in Technology

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### Improving Property Management

The BNP Paribas Real Estate (BNPPRE) Major Buildings Property Management Team looks after 21 trophy buildings of over 150,000 sq ft in London. The team manages assets for a number of prestigious clients, with buildings including 200 Aldersgate, 5 Churchill Place and 245 Hammersmith Road.

In 2016 Craig Chapman, Director of FM, Major Buildings was finding it difficult and time consuming to prove to clients and occupiers that the required building tasks had been completed. Whilst many service partners operated their own time and task management systems, the variation of these across the buildings meant that the property management team did not have consistent, easily accessible data. It was impossible to quickly check that SLAs were being met and there was little robust or consistent insight into building incidents, such as floods or thefts.

Craig's vision was a cloud-based system which could ultimately be used consistently for building management across the estate, with data accessible by the team anytime, from anywhere. Security, ease of use and low cost needed to be combined with versatility for multiple service management needs. Removal of paper was required for sustainability objectives.



## Innovative MyTAG Technology

MyTAG's innovative technology utilises NFC (Near Field Communication) with proprietary software to move building management processes from paper to the cloud, bringing time and cost savings, together with improvements in safety, security and reporting. Designed to transmit short strings of information to an interacting phone, NFC tags require no internal power and usually take the form of a sticker or ID card. Their power comes from simplicity because they transmit information wirelessly, don't require a battery and Trusted® Tags cannot be copied or cloned. NFC is compatible with most mobile devices, without an App, and is the technology used in Oyster and payment cards.

Following initial meetings between Craig and Mike George, Founder and Director MyTAG, trials of MyTAG Key Management and Proof of Presence, for managing and monitoring security patrols, were carried out at 200 Aldersgate, one of the largest buildings in the portfolio with 2,500 occupants. The MyTAG team worked closely with BNPPRE building management to ensure all needs were fulfilled, and provided training and advice.

Managing keys with a paper based system had been a time consuming process, with contractors frequently forgetting to return keys in a timely fashion. Time was wasted tracking them down, in addition to the obvious security risk. MyTAG tags attached to each key allow them to be checked out electronically, with details of who has the key and when it is due for return. Contractors are alerted to return overdue keys via text and email, which greatly reduces mislaid keys and saves significant amounts of time.



Security patrols were providing challenges, as BNPPRE building management were not able to prove to occupiers that they were fully completed. Trusted® tags are now used to define patrol routes, with the security officers tapping each tag with their NFC enabled phone. This simple tap is all that is needed to prove presence and time at a given checkpoint, and records are available in the cloud instantly. If the officers identify an issue, such as a water leak, this can be reported immediately, with photographs added to the building dashboard. Automated emails ensure that building management are alerted (reported by exception) of any problems, so they can quickly be resolved. In areas where the Wi-Fi signal is poor, the MyTAG Deadzone App allows information to still be recorded and uploaded when back online.

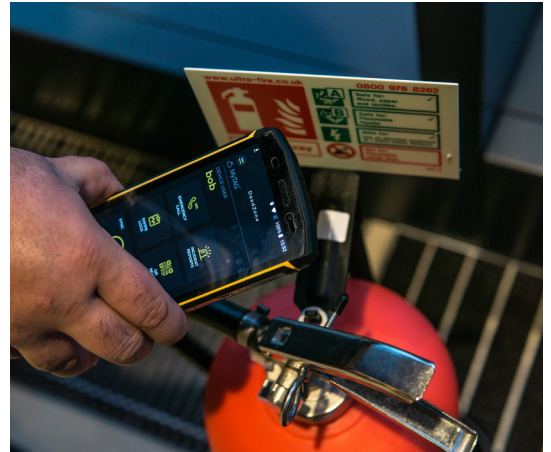
The data has supported incident investigation and insurance claims, such as break-ins and floods, as the timestamped data shows precisely when patrols have occurred, and allows interrogation of CCTV footage and other information.

## Collaborative Partnership

The security trials provided unprecedented data and management insight, proving the service level and facilitating a rapid response to client and occupier enquiries. Craig and his team were quick to see opportunities to take building management processes to higher levels, and new solutions were soon under development. Craig commented: “We saw immediately that a single platform, tailored to our needs, could help us drive efficiencies and improve service. MyTAG were great partners, translating our requirements into simple to use new solutions, which we could roll out quickly.”

### Proof of Compliance

200 Aldersgate has 165 fire extinguishers, numerous escape routes, fire doors, panic alarms, lift phones and other safety items that require compliance checks. Ensuring these were regularly carried out and recorded was challenging. BNPPRE and MyTAG worked closely to design a compliance system, incorporating the required schedules and protocols, with automated notifications when actions are required. Security officers are provided with details of the check required on tapping the MyTAG Trusted® tag with their phone, and can input the necessary information. Alerts prompt immediate focus on overdue items, so they can be addressed.



### Managing Portable Assets

The key management system was extended to radios and MyTAG is also supporting bicycle security. All occupier bicycles can have a tag, and when it is tapped details of the owner and their bicycle are displayed, ensuring that the correct bicycle is being taken and allowing owners to quickly be contacted.

### Postroom

A user friendly, quick and simple to use system was developed in conjunction with the mail room team, which allows time-stamped tracking of all parcels and signed-for mail. Recipients are automatically notified if they have a parcel to collect, or if secure mail is on route to them, improving the service. The electronic log of deliveries provides the location of every item, and paper-based records are a thing of the past. Reports of the volumes of mail, and types of package, can easily be run by date and by occupier.

### Air Quality Monitoring

Air quality affects the wellbeing and productivity of building users and the BNPPRE team wanted to better understand building performance, as well as providing information to building users via the portal. MyTAG uses sensors which measure PM2.5, temperature, CO<sub>2</sub> and humidity allowing indoor air quality to be measured in real time, and corrective actions to be implemented to maintain a healthy environment.



### Training Academy

BNPPRE's appointment to manage 245 Hammersmith Road in 2019 brought the challenge of site induction training for large numbers of contractors and occupiers. The joint development of MyTAG Training Academy allowed bespoke training content, tailored to the requirements of any building. Training is accessible anytime, from anywhere, and can be completed prior to arrival on site, removing delays to scheduled work. Understanding is tested on training completion and a secure pass certificate is issued.

The original Proof of Presence solution has raised the bar for all service providers, as consistent data is now available to the BNPPRE team and there is 'one version of the truth'. From washroom cleaning and exterior window cleaning, to security and M&E maintenance, all services are monitored and checked versus KPIs.

Regular joint team meetings cover project updates, technology innovations and implementation progress. Further joint developments are underway, with MyTAG providing long-term, sustainable support to evolving building management needs. When new buildings are taken on, or service providers change, the wealth of data and insight owned by BNPPRE across 21 buildings is used for service level and cost benchmarking. MyTAG helps BNPPRE run intelligent buildings and differentiate their service from their competitors, which has helped retain existing contracts and win new ones.

## Improving Customer Experience

The jointly developed technology solutions have been rolled out across BNPPRE Major Buildings, improving safety, security, comfort and efficiency for occupiers and employees. Real-time dashboards allow the team to easily and quickly identify issues and take action, ensuring continued focus on customer experience and productivity.

The solutions have raised the bar for service partners, resulting in higher standards, as the building management team now have full insight into the tasks completed and anything missed. The data is used to drive continual improvement and occupier enquiries can quickly be addressed.

The time saved is used to help building owners reinvent their assets and increase tenant retention, through improved service and experience. This includes community building programmes as well as value adding services, such as the improved Postroom and Air Quality Monitoring.

Environmental sustainability is a key driver, and removing paper is helping to reduce the carbon footprint, whilst ensuring regular maintenance of plant and equipment has reduced breakdowns and helped reduce energy consumption.

Craig Chapman commented: "Our partnership has allowed us to save time and be more efficient, so we are able to be more proactive and provide a better service to our building owners and occupiers. The powerful single platform, tailored to our needs, provides the management information and insight to help us continually improve across all of our buildings."

Mike George commented: "Working closely with BNPPRE has allowed us to tailor our innovative technology to bring significant benefits to building management. We have built a sustainable platform, which is inexpensive and simple to use and new joint developments are bringing additional value."

