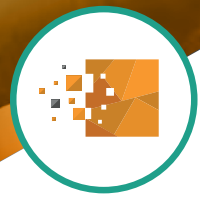


BROCHURE

# Addressing Key Challenges in Property Management with **Elogs CAFM+ Service Desk**



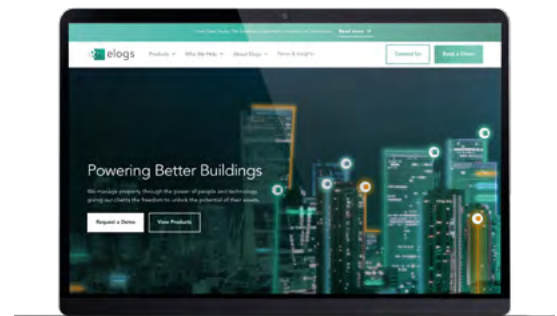
CAFM+ Service Desk



Facilities Services



Occupier Portal



# Addressing Key Challenges in Property Management with Elogs CAFM+ Service Desk



## Executive summary from Rob Mead, Managing Director, Elogs

In the property management sector, ensuring the smooth running of your buildings, prioritising tenant satisfaction, and driving efficient maintenance activities is vital. We created Elogs CAFM+ Service Desk to take the stress out of property management so that property managers could focus on what really matters in their business.

We currently support several property management companies who use our CAFM system and Service Desk. This brochure breaks down the challenges faced by property managers and emphasises the need for Computer Aided Facilities Management (CAFM) software. Improve the performance of your assets, attract new tenants and investors, and ensure compliance with Elogs CAFM+ Service Desk.

## What challenges property managers face?

The property management industry grapples with a multitude of challenges in managing its buildings. These challenges include:

- Meeting ESG requirements and ensuring energy efficiency.
- Having full visibility of buildings and assets.
- Ensuring safety and compliance.
- Meeting tenant and stakeholder expectations.
- Carrying out regular maintenance.

These challenges have made it increasingly difficult for property management companies to manage buildings effectively and efficiently. [In a survey conducted by Deloitte](#) it displayed that 40% of consumers prefer brands championing sustainable practices, [while 60% of UK investors want more transparency about environmental impact.](#)

Property management companies that ensure ESG compliance attract investors, reduce risk, and enhance financial viability, particularly in terms of asset value. Additionally, sustainably built properties often have higher market value due to tenant and investor preference for good ESG scores.

Also, sustainably built properties are often higher in market value because tenants and investors prefer buildings with a good ESG score.



In an era where tenants and investors are growing increasingly discerning about their choices, it's vital that property managers embed ESG principles across their portfolio. Full visibility of buildings and assets is crucial but challenging due to scattered spreadsheets and paperwork, making complete oversight nearly impossible. Ensuring safety compliance is essential for the well-being of property users, requiring diligent risk management of fire, electrical, gas, water, air, asbestos, and hazardous waste through proper maintenance.

Tenant well-being and safety should be central to property management. Effective facilities management and building maintenance mitigate safety risks and ensure compliance. Strong relationships with stakeholders, investors, tenants, and service providers are vital for building a solid industry reputation, which becomes more challenging with larger portfolios.

Regular maintenance is crucial to prevent disrepair and safety hazards, but managing it manually is challenging. Thus, many property managers use a CAFM system to maintain a regular maintenance schedule.



## How does using Elogs CAFM address these challenges?



### Meeting ESG requirements and ensuring energy efficiency.

Elogs CAFM plays a pivotal role in [supporting ESG objectives](#) because it provides comprehensive tools for data collection, analysis, and reporting. Essentially, our system makes life easier for property managers who want to track and improve the ESG score of their properties.

Elogs CAFM is also integrated with [Prosure360](#) which gives you full visibility over your supply chain allowing you to [effectively measure your ESG and net zero goals](#).

### Having full visibility of buildings & assets.

Elogs CAFM gives you full visibility of your buildings and assets by storing all documentation in one place, tracking actions, and giving you comprehensive audit trails so that everyone stays in the loop.

### Ensuring safety & compliance.

Although there are many factors that affect the health and safety of a building, one of the best ways to remain compliant is to implement planned preventative maintenance.

Preventive maintenance is essential in helping you ensure health and safety across your property portfolio. That's why Elogs CAFM offers a PPM tool which makes it easy for property managers to streamline workflows and keep control of planned maintenance activities.

With job logging, increased visibility, and preventive maintenance, Elogs CAFM makes it much easier to ensure building safety and compliance.



## Meeting tenant & stakeholder expectations.

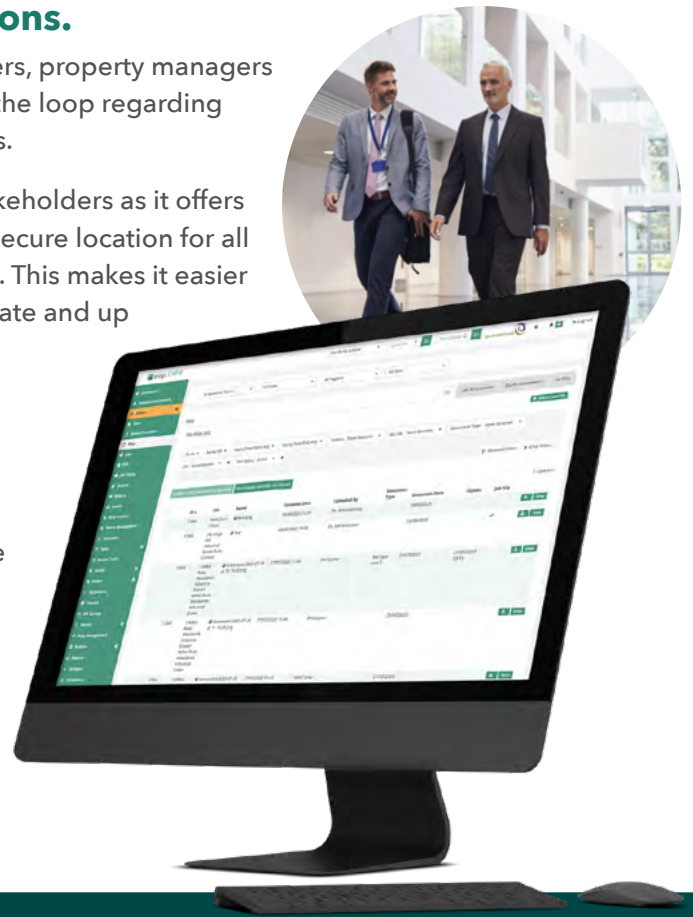
To maintain good relationships with tenants and stakeholders, property managers need to communicate with stakeholders and keep them in the loop regarding building maintenance, vacancy rates, and tenant complaints.

Elogs CAFM+ Service Desk improves relationships with stakeholders as it offers property managers a single source of truth, providing one secure location for all critical plans, documentation, and task-relevant information. This makes it easier to engage investors and stakeholders with data that's accurate and up to date.

## Carrying out regular maintenance.

As a property manager, you need to devise an effective Planned Preventative Maintenance (PPM) strategy to coordinate regular maintenance activities in advance. These plans will help you to be proactive and address potential problems in your buildings, keeping them running as smoothly and efficiently as possible.

Elogs CAFM includes a PPM planner which can help you efficiently track maintenance activities, monitor asset performance, and generate comprehensive reports for better decision-making.



## What solutions does Elogs CAFM provide for Property Managers?



For property managers, Elogs CAFM+ Service Desk stands out as the ultimate solution to streamline the management of buildings and assets.

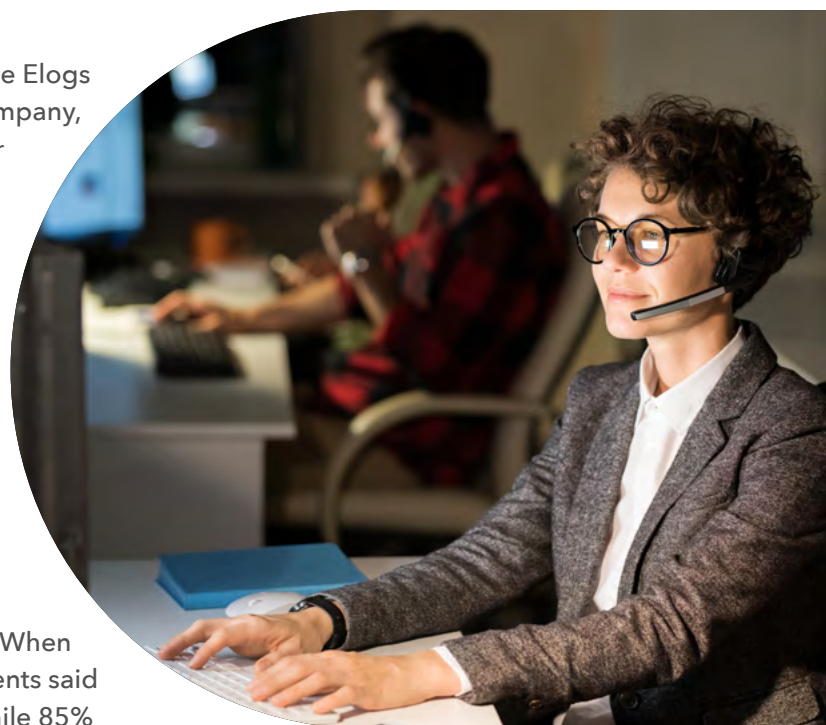
In an industry where maintaining brand integrity and customer loyalty is paramount, Elogs CAFM+ Service Desk offers solutions that enable property management companies to elevate their performance and deliver excellence at every step.

## 24/7 Service Desk

What sets us apart is our robust 24/7 service desk. The Elogs CAFM+ Service Desk acts as an extension of your company, offering seamless and efficient job management. Our Service Desk has been designed to make life easier for property managers and FMs. That's why 92% of our clients agree that our service desk helps them do their jobs more efficiently.

We provide round-the-clock support, logging jobs raised by property managers, dispatching them to service providers, and tracking progress from start to finish. This ensures all tasks are addressed efficiently and nothing falls through the cracks.

It's important you choose a service desk who have a fast response time, otherwise your tenants could be waiting for hours before anyone picks up the phone. When calling the Elogs Service Desk Centre, 90% of our clients said we always answer the phone in under 20 seconds while 85% agreed that our team responds to emails on the same day, if not within two hours.



## Integration capabilities

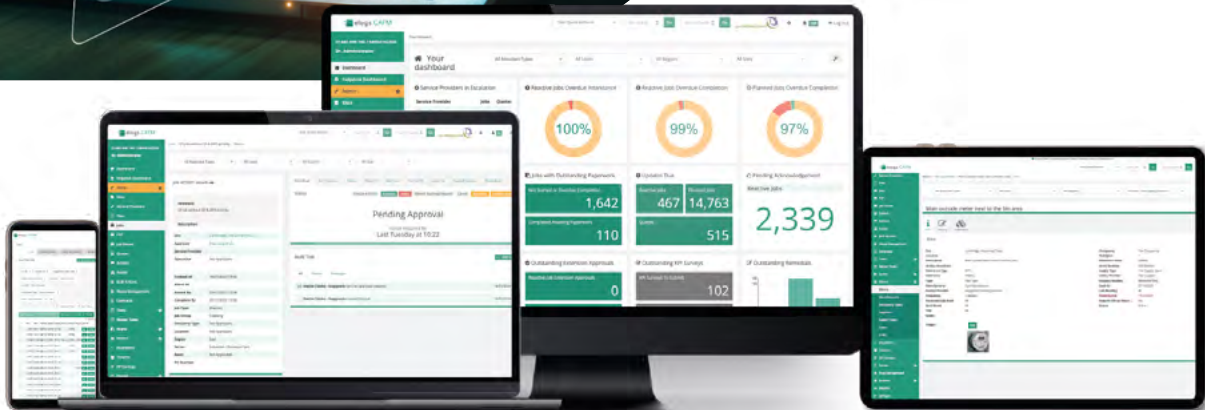
Elogs CAFM integrates with Meridian risk management software, simplifying health and safety compliance for property managers. Our integration with Prosure360 ensures efficient, high-standard property maintenance by giving you full control over your supply chain and verifying that contractors and suppliers meet your specific requirements.



## Increased visibility

Elogs CAFM provides total visibility of your buildings and assets, enabling data-driven decisions and optimised performance. As a centralised system for facility-related data, it consolidates asset information, maintenance records, and work order requests, simplifying property management.

Investing in Elogs CAFM helps property management companies attract investors and tenants, ensure effective maintenance, and secure their future. Our expertise and tailored software solutions are unmatched for enhancing building performance and building a stellar industry reputation.



Talk to a member of the **Elogs team** today



[Book a demo](#)

[Contact us](#)

Or call 01480 499740





## Powering better buildings

We manage property through the power of people and technology, giving our clients the freedom to unlock the potential of their assets. Our products include:



CAFM Service Desk

Keep facilities and assets operating at peak performance.



Facilities Services

Fabric maintenance managed efficiently, cost effectively, and to the highest quality.



Occupier Portal

Property portal to make facilities management easier.

Si One, Parsons Green, St Ives,  
Cambridgeshire, PE27 4AA

Tel: 01480 499740

Email: [sales@elogs.co.uk](mailto:sales@elogs.co.uk)

Web: [elogs.co.uk](http://elogs.co.uk)

Elogs is part of the SRC Group. Our other brands are William Martin and Barbour EHS.

