



Tenant Experience Solution for a Commercial Tower Complex in Australia

Australia has been at the forefront of implementing smart solutions in various sectors, including building management. With a strong focus on innovation and sustainability, the country has embraced smart technologies to enhance operational efficiency and improve the overall experience for stakeholders. According to a report by the Smart Cities Council Australia New Zealand (SCCANZ) 2021, Australia has witnessed a surge in the adoption of smart building management systems, setting new standards for energy optimisation, fault detection, maintenance planning, and tenant services.

PROJECT OVERVIEW

Spanning three million sq feet, the commercial tower complex leverages the iviva platform to seamlessly integrate one million data points across three towers. It prioritises stakeholder experience with customised interfaces for tenants, management, engineers, and contractors. Tenants gain control over select services and access floor data, resulting in improved fault detection, energy efficiency, and maintenance, ultimately reducing costs, enhancing tenant satisfaction, and promoting sustainable building management.



Energy



Maintenance



Security



Incident Management



Health and Safety



Visitor Management



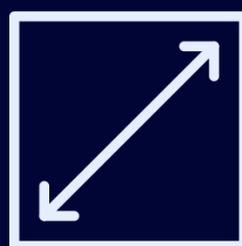
Tenant Services

KEY NUMBERS



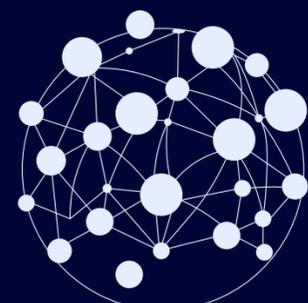
3 towers

with systems/business process integrations



3 mil sq ft

Total Area

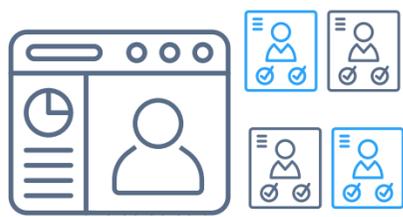


1 million

Points Integrated

SOLUTION

Enhanced Stakeholder Experience



User interfaces and operational **dashboards are optimised for different users** based on their roles, simplifying interactions.



Stakeholders include tenants, building management teams, engineering and commissioning teams, and contractors.

Empowering Tenants



Tenants can manage selected services within their tenancies, such as after-hours air conditioning and access card management.



Tenants have access to information about their floors, such as thermographs, lighting, security, utility consumption, waste and recycling, occupancy levels, and alarms.

RESULTS & BENEFITS



Significant improvements in fault detection, energy efficiency, maintenance, security, incident response, and tenant services.



Reduced operational costs, increased tenant satisfaction, and a sustainable approach to building management.

DID YOU KNOW?



According to a study by the Property Council of Australia 2022, 83% of tenants in smart buildings reported higher levels of satisfaction compared to traditional buildings.