



**CUSHMAN &
WAKEFIELD**

CASE STUDY

Revolutionising Asset Management with
Property Inspect:
A Cushman & Wakefield Journey

Executive Summary

Cushman & Wakefield Ireland Asset Management team, embarked on a transformative journey to revolutionise their compliance processes. Faced with fragmented systems and diverse inspection mandates, they sought a comprehensive solution to streamline workflows and enhance operational efficiency.

After meticulous evaluation, they chose Property Inspect for its unparalleled service quality, adaptability, and seamless integration capabilities. Property Inspect responded swiftly, addressing key priorities such as base scoring methodologies and grading systems, leading to seamless onboarding and tangible improvements in compliance rates and risk mitigation efforts.

Background

Recognising the manual, costly and resource-heavy nature of its inspection efforts to date, Cushman & Wakefield approached Property Inspect for a streamlined and efficient way to simplify its inspection workflows, with an aim to bolster compliance and expand the capabilities of its internal team.

With an annual inspection mandate covering 8000 assets and diverse requirements ranging from Fire Risk to Health & Safety, it sought a partner capable of delivering an easy-to-use, integratable inspection system that can offer actionable insights to multiple teams and stakeholders.

Customer Profile

Company: Cushman & Wakefield
Industry: Asset Management
Use Case: Managing 8000+ units, conducting 2500+ inspections per annum

Scope: Extensive range of inspections covering Fire Risk, Investigation reports, EHS checklists and reports, HSSE/HSSEQ, Security checklists, Meridian Compliance, Health & Safety

Working together to unlock potential
Consistent property management across assets to ensure buildings and people thrive.





The Challenge

Cushman & Wakefield asset management team, embarked on a mission to enhance their property inspection processes and optimise their facilities management. Their objectives were clear: streamline inspection workflows, bolster compliance efforts, and elevate operational efficiency across their vast portfolio. With diverse inspection requirements spanning various domains like Fire Risk, Health & Safety, and Security, they sought a comprehensive solution that could consolidate their efforts and deliver actionable insights.








Fragmented systems led to disjointed processes, hindering their ability to manage inspections and mitigate risks effectively. They required a robust solution capable of replicating forms, facilitating data collection, and empowering their team.

Objectives

-  Mobilisation of the software to their wider asset team
-  Bring facilities services inhouse
-  ACMS, CAFMs integration options
-  Ensuring scalability to accommodate future growth.
-  Meridian risk & compliance management reports

Solution

-  Base scoring methods and grading scoring system
-  Improved data collection and reporting workflows
-  Customisation of reports for a wide range of HSSE & checklists
-  Improved data communication between integrated systems
-  Seamless onboarding, intuitive user interfaces, and unparalleled support

Outcome

Property Inspect enhanced Cushman & Wakefield's operations by reducing inspection times from 6 to 2 hours, resulting in significant annual cost savings. Professional reports with branded front pages and property-specific photos, along with standardised reporting for easy compliance tracking, improved both reporting and compliance management. The system's user-friendliness led to rapid team adoption, while eliminating data duplication across multiple systems. Its versatility allowed successful use across commercial, retail, and residential properties, ensuring accountability and transparency through a clear scoring system.

"Property Inspect has revolutionised our operations by standardising reports while allowing customisation for individual properties based on client requests, making a significant difference. It has also given property managers valuable time back by eliminating data duplication and providing an intuitive, plug-and-play solution." Hazel O'Carroll – Associate Director, Asset Services

The collaboration between Property Inspect and Cushman & Wakefield culminated in expanding operations to Dublin Airport Central, showcasing the transformative power of innovation and teamwork in property management. Enhanced data collection, user-friendliness, and scalability have revolutionized Cushman & Wakefield's efficiency. As the firm continues to integrate Property Inspect across its extensive portfolio, it anticipates further improvements, reinforcing its position as a leader in commercial real estate services.



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