How CloudGate tenant experience apps enhances tenant satisfaction and streamline property management in Commercial Real Estate?
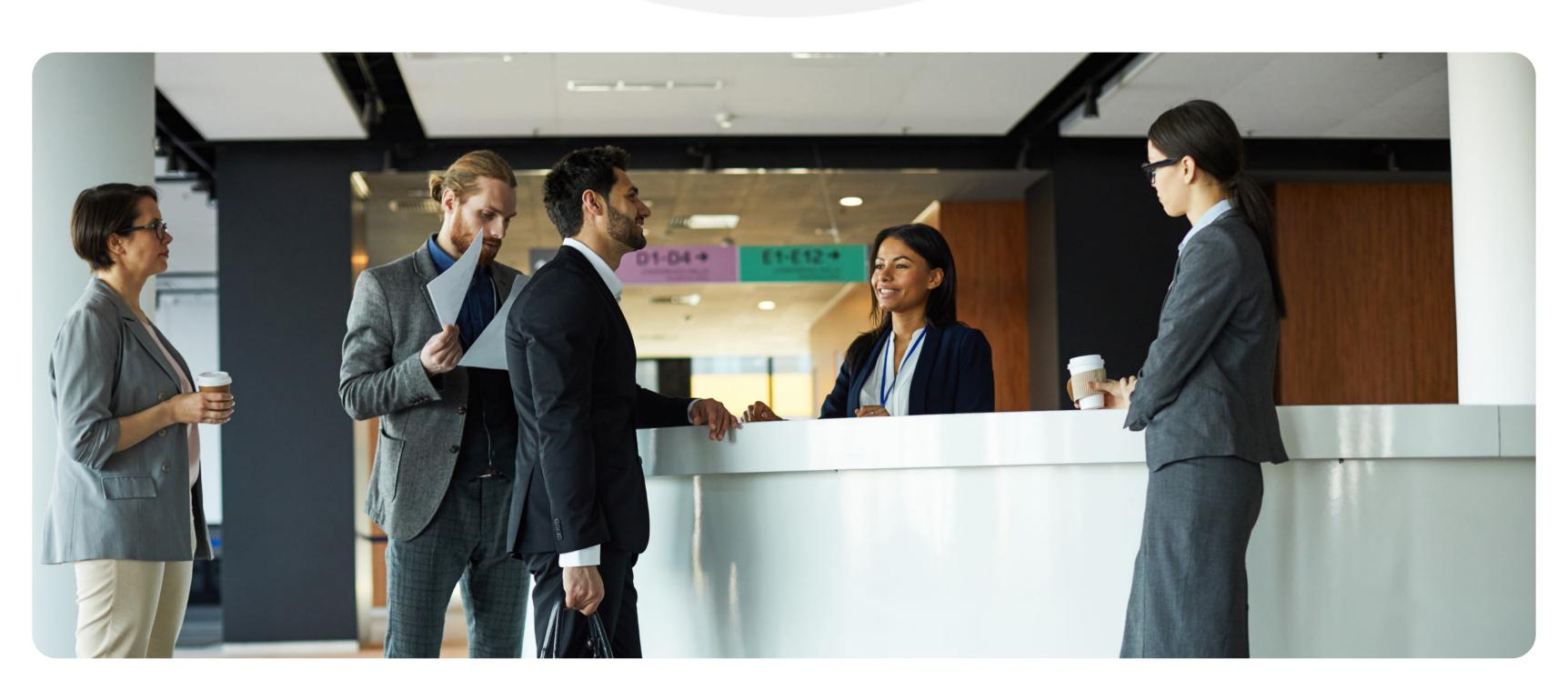
CloudGate's Tenant Portal & Experience App streamlines visitor access, issues digital keys, manages security with watchlists, simplifies service booking, and integrates PACS, enhancing tenant experience and building efficiency.

CRE Tenant Portal Challenges

The Tenant Portal Experience App in commercial real estate often encounters several challenges that affect both property management and tenant satisfaction. There is generally limited control over tenant activity, making it difficult for landlords to monitor and manage behaviors that could impact property operations. Service processes facilitated through the app can be cumbersome, leading to tenant frustration and inefficiencies in resolving service requests. Communication between tenants, superintendents, or landlords can be challenging, creating barriers to timely and effective problem-solving and decision-making. Furthermore, property managers frequently struggle to assess tenant satisfaction accurately, which is crucial for retention and service improvement. As competition among rental properties intensifies, the need for a distinctive tenant experience becomes more critical, and shortcomings in the app can lead to tenants looking elsewhere. Lastly, a significant pain point is the lack of interoperability with existing systems, which can lead to data silos and hinder the seamless integration of technological solutions, thereby limiting the app's effectiveness in improving the overall tenant experience.

CloudGate Solution Benefits

The CloudGate Tenant Portal Experience App offers a robust solution to the common pain points in commercial real estate tenant management by providing a suite of user-friendly and security-enhancing features. Tenants have the option to invite visitors through the portal, which can streamline access and enhance the visitor experience. Digital keys for approved guests can be issued, offering convenience and improved security. The app includes tenant-specific watchlist functions that allow for the flagging and management of banned guests. Additionally, the app facilitates cross-functionality to order various services directly, simplifying the process for tenants. Booking event spaces and amenities is seamlessly integrated into the tenant portal/app, offering convenience and encouraging the use of building facilities. It unifies building and tenant Physical Access Control Systems (PACS), which heightens security while reducing the frequency of service calls. The introduction of QR-enabled service calls for cleaning, repairs, and special requests enhances the efficiency of building management and responsiveness to tenant needs. Overall, CloudGate's app is designed to enrich the tenant experience while ensuring security and operational efficiency.

About CloudGate

CloudGate by Soloinsight is an advanced platform designed to enhance workplace experience through the automation of the management and security of physical and cyber identities in buildings. It is a comprehensive solution aimed at converging and orchestrating physical security, HR, Environmental Health and Safety (EHS), Facility Management (FM), IT, and cyber domains into a single, secure automated system for both Logical (Identity and Access Management - IAM) and Physical Identity and Access Management (PIAM) and governance. The platform is trusted by various prestigious organizations and integrates seamlessly with multiple Physical Access Control Systems (PACS) and cyber identity solutions to manage the identities and credentials of employees, contractors, and vendors, ensuring access approvals, security, privacy, and compliance across all locations.