Case Study: Tonko Realty Advisors Ltd.

**Tonko Realty Advisors Streamlines Resource Reservations With Angus AnyWhere**

“With Angus AnyWhere Resource Reservation scheduling is no longer a hassle for our tenants – tenants can reserve resources 24/7 via the web based Tenant Service Interface. It’s quick, easy and intuitive and it has greatly increased tenant satisfaction. We’re very happy with Angus AnyWhere Resource Reservations – we now offer our tenants better service than before, while at the same time using our staffs’ time more efficiently.”

Mariana Royal, Tenant Services Coordinator, Tonko Realty Advisors Ltd.

**Summary of Key Facts**

**Client:** Tonko Realty Advisors Ltd.

**Benefits:**
- Optimized the reservation process
- Increased staff productivity
- Improved service quality
- Increased tenant satisfaction

**The Challenge**

When Tonko Realty Advisors embarked on the implementation of Angus AnyWhere®, it identified a need for an automated resource management product to replace the existing manual process at its various properties including TELUS Plaza, a Class A building located in the financial district of Edmonton, Alberta and 1285 and 1333 West Broadway in downtown Vancouver, British Columbia. The manual system Tonko had in place was cumbersome and time consuming and not meeting the needs of its property management office staff and tenants. Management Office staff were solely responsible for scheduling facility resources on behalf of tenants and facilities and resources such as conference rooms, audio visual equipment and freight elevators were booked manually via phone and fax confirmations. Open during business hours only, Management Office staff were not always available to tenants when needed. Furthermore, the manual processes in place were not able to manage the complexities of reserving resources in a busy environment – for instance, it was difficult for staff to ensure amenities were not double booked by tenants.

**The Client**

Tonko Realty Advisors Ltd. is a manager and developer of commercial real estate assets throughout Alberta, British Columbia and Saskatchewan. Tonko Realty Advisors Ltd. has provided commercial real estate advisory and management services to major institutional and private investors for over twenty years. Its expertise and fully integrated services encompass acquisitions, development, leasing, asset and property management of office, industrial, and retail properties in key Western Canadian growth markets.

Tonko Realty Advisors recognized the need for a tool that would manage various resources across its properties, better meeting the needs of tenants. It needed to improve efficiency, streamline processes for staff and tenants and improve service quality.
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The Solution

Tonko Realty Advisors selected Angus Systems’ Angus AnyWhere Resource Reservation to simplify the resource reservation process. Angus AnyWhere Resource Reservation provides controlled access to a common, always available, online resource calendar, dramatically reducing the back and forth between Management Office staff and tenants. Furthermore, it improves operational efficiency when conference or meeting rooms are booked at TELUS Plaza and 1285 and 1333 West Broadway. Natalie Hanratty, General Manager - Edmonton Operations, explains, “By utilizing Resource Reservation, we can leverage our Angus AnyWhere implementation and initiate the coordination of support services – for instance, each time a conference or meeting room is booked, the booking triggers the dispatch of a cleaner to the room. The automation of the process ensures all the steps are looked after and results in enhanced efficiency.”

The Results

Angus AnyWhere Resource Reservation has brought many benefits to Tonko Realty Advisors. They have successfully simplified the resource reservation process, have a real time view of resource reservations, are able to track usage quite easily and are better equipped to handle complex scheduling scenarios (reducing double bookings).

In addition, now that tenants have 24/7 access to resources and are able to manage their resource needs directly, service quality has improved. The increased efficiency in the management of resources has resulted in happier tenants, improved productivity across Tonko’s properties and freed up valuable human resources for higher level job responsibilities.

“We’re very happy with Angus AnyWhere Resource Reservations – we now offer our tenants better service than before, while at the same time using our staffs’ time more efficiently.” says Mariana Royal, Tenant Services Coordinator at 1333 West Broadway.

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