Facilio powers Kingsmede's shift to real-time visibility and portfolio-wide control

About the company:

Kingsmede is a private property investment company specializing in high-quality office and warehouse spaces across NSW and QLD.

With 30 buildings under management, they focus on delivering exceptional tenant experiences while ensuring operational efficiency and financial accuracy.

Location: Australia
Industry: CRE Owner Operator

Challenges Kingsmede Faced

✦ **Scattered Systems Delaying Operations:**

Disconnected tools for work orders, tenant requests, and approvals resulted in poor visibility and slower issue resolution.

✦ **Financial Discrepancies and Delayed Reconciliation:**

Manually extracting maintenance costs and lease expenses led to errors and payment delays.

✦ **Compliance Risks Due to Missed Expirations:**

Manual tracking of vendor certifications and insurance renewals increased the risk of non-compliance.

✦ **Communication Gaps with Tenants and Vendors:**

Emails and calls were the primary channels for tenant requests and vendor updates, causing delays and unresolved issues.

How Kingsmede Transformed Operations with Facilio

✦ **Unlocking Seamless Operations with a Centralized Platform**

Managing work orders, tenant requests, and approvals across multiple disconnected tools caused delays and poor visibility. Facilio's centralized platform replaced these fragmented systems, giving Kingsmede's team real-time oversight of ongoing tasks. This improved coordination has accelerated issue resolution and enhanced tenant satisfaction.

✦ **Driving Compliance with Automated Tracking**

Manual tracking of vendor certifications, inductions, and insurance renewals left Kingsmede vulnerable to compliance risks. Facilio's automated system now manages these records, blocking vendors with expired certifications and sending timely renewal alerts — ensuring seamless compliance and reducing regulatory exposure.

✦ **Ensuring Financial Accuracy with Automated Cost Tracking**

Manually reconciling maintenance costs and lease expenses resulted in frequent errors and payment delays. Facilio's integration with Kingsmede's finance systems now automates cost tracking, ensuring accurate, real-time updates that simplify reconciliations and improve financial control.

✦ **Enhancing Communication with Tenants and Vendors**

Managing tenant requests via emails and calls led to slow responses and poor visibility. Facilio's self-service tenant portal now enables tenants to log requests and track updates in real time, while vendors access work order details directly — improving collaboration and speeding up issue resolution.
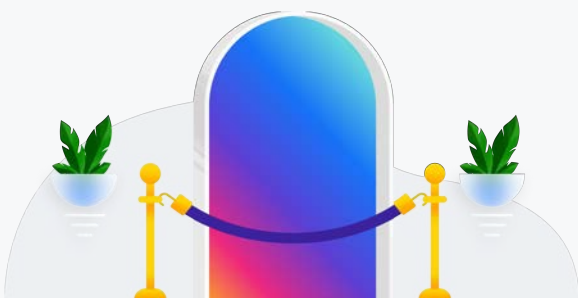
"Our objective is to maximise efficiency, elevate the customer experience, and drive strong financial performance. To achieve this, we needed a technology partner that could automate our operations and provide complete visibility across our entire portfolio. Facilio stood out for its ability to streamline processes, unify fragmented systems, and foster a more connected and efficient way of working. The platform's intuitive interface requires no technical expertise, and real-time in-app notifications help us stay on top of priority tasks. Additionally, Facilio enhances communication with both our customers and vendors, ensuring seamless collaboration and faster issue resolution."

Natashia Steed,
Head of Asset & Project Management

KINGSMEDE

Impact

Faster task completion with centralized work order management.

Real-time updates improved communication and boosted service reliability.

Automated tracking ensured timely renewals & eliminated overlooked expirations.

Find out how Facilio can help your business

Book a demo

www.facilio.com