



## FROM "GOOD ENOUGH" TO FULLY UNIFIED OPERATIONS ACROSS NASHVILLE



### Portfolio-Wide Standardization

Consistent workflows across every property.



### Unified Visibility

Work orders, tenant communication, and operations are managed in one unified system.



### More Time, Less Admin

Cove ensured the building launched on schedule with systems ready to go.

## THE CHALLENGE

### *Disconnected Operations at Scale*

As Boyle Investment Company scaled its Nashville portfolio, Property Manager Jamie Adams began to see the limits of its existing systems.

Building Engines handled day-to-day tasks, but key workflows remained manual, preventive maintenance was inconsistent, and operational data lived separately from tenant communication.

Processes like COI tracking became repetitive and difficult to manage across properties. The portfolio worked, but not as a unified system.





“ *Building Engines was working fine for our team, but until we implemented Cove, we didn't realize what we were missing.* ”

## THE SHIFT: MOVING TO A UNIFIED SYSTEM

What started as a replacement initiative quickly became an opportunity to rethink how the portfolio operated.

Cove stood out for its ability to bring building operations and tenant experience into a single platform.

Instead of managing across multiple tools, Boyle could centralize workflows, communication, and data, creating better alignment across teams and properties.

“ *The ability to bring building operations and tenant experience together in one place creates efficiencies for management while also improving communication and engagement.* ”

For more information, visit [cove.is](https://cove.is)



## THE IMPACT: STANDARDIZED, SCALABLE OPERATIONS

With Cove in place, Boyle standardized how it operates across the portfolio.

Preventive maintenance is now consistent across buildings instead of varying by property. Teams adopted the system quickly due to its ease of use, while automation reduced time spent on repetitive administrative work and improved data accuracy.

At the same time, consolidating everything into one platform gave Boyle greater visibility and control across its Nashville portfolio. Work orders, maintenance, and tenant activity are now managed in a single system, improving coordination and reducing missed tasks.

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*Instead of using multiple platforms, everything is centralized, which saves time and reduces the chance of things being missed.*

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